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ABSTRACT

The purpose of this study was to determine the scope of library service rendered to persons over 65 by public libraries and libraries at state and federal institutions. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older. State library agencies, state administrations on aging, U. S. Department of Health, Education, and Welfare regional program officers, and selected other individuals and agencies were contacted to identify libraries that were believed to provide specific library programs or services for the over 65 population. Those identified were subsequently surveyed by questionnaire and/or field interviews. Material was presented as findings on: (1) the scope, nature, and extent of library services to the aging, (2) financing library services to the aging, and (3) organizational and staff support for library services to the aging. Several exemplary programs and services for the aging were described. The report concludes with overall observations, conclusions, and recommendations. Major recommendations included: (1) special recognition of the aging in library legislation and organization, and (2) coordination of services to aging as a discrete program of library agencies. (Author)

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Final Report
Contract No. OEG-0-71-4665

NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

CLEVELAND PUBLIC LIBRARY

December, 1971

U. S. DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
Office of Education
Bureau of Libraries and Educational Technology

AA001052

ABSTRACT

NATIONAL STUDY OF LIBRARY SERVICES TO THE AGING

The purpose of the study was to determine the scope of library service rendered to persons over 65 by public libraries and libraries at state and federal institutions. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older. State library agencies, state administrations on aging, U.S. Department of Health, Education, and Welfare regional program officers, and selected other individuals and agencies were contacted to identify libraries that were believed to provide specific library programs or services for the over 65 population. Those identified were subsequently surveyed by questionnaire and/or field interviews.

Material was presented as findings on:

- The scope, nature, and extent of library services to the aging
- Financing library services to the aging
- Organizational and staff support for library services to the aging.

Several exemplary programs and services for the aging were described.

The report concludes with overall observations, conclusions, and recommendations. Major recommendations included:

- Special recognition of the aging in library legislation and organization
- Coordination of services to aging as a discrete program of library agencies.

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The research reported herein was performed pursuant to a contract with the Office of Education, U.S. Department of Health, Education, and Welfare. Contractors undertaking such projects under Government sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions stated do not, therefore, necessarily represent official Office of Education position or policy.

U.S. DEPARTMENT OF
HEALTH, EDUCATION, AND WELFARE

Office of Education
Bureau of Libraries and Educational Technology

PREFACE

PREFACE

This constitutes the final report of the study of library services to the aging. Initiated in mid-July 1971, the work was performed by Booz, Allen & Hamilton Inc. under the sponsorship of the Cleveland Public Library, assisted by a professional advisory committee, and funded by a grant from Title IIB of the Higher Education Act. Mr. Henry T. Drennan served as project officer for the U.S. Office of Education.

The study team has worked closely with the professional advisory panel consisting of the following members:

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Consultant in Library Services
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Division and Association of Hospital and
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American Library Association)

Miss Leslyn Schmidt
Chairman, Committee on Library Services
to an Aging Population
American Library Association
Milwaukee Public Library

This study benefited enormously from the help and guidance of these professional librarians, known nationally for their interest and experience in library services to the aging. Their individual and collective contributions have been carefully considered in each step of the survey and are reflected in this final report.

In anticipation of the 1971 White House Conference on Aging, the study team prepared a document for distribution to the delegates of the Conference. The close cooperation of the Cleveland Public Library in the design and production of that document is particularly appreciated. Significant actions were taken at the Conference which directly relate to the recommendations of this report. Pertinent extracts from the conference report are included in Appendix A to this report.

The findings, conclusions, and recommendations of the study are presented in nine chapters.

Chapter I--Describes the purpose, objectives, and scope of the survey. Study methodology is discussed in detail, including problems inherent in the procedures used. Conclusions and recommendations are briefly summarized.

Chapter II--Provides a capsule summary of the entire report. Some of the contents of this chapter were embodied in a special report made available to the delegates of the 1971 White House Conference on Aging.

Chapter III--Discusses the characteristics of the aging population of the United States. An understanding of these characteristics is vital to meaningful analysis of present library services for the aging population, determination of the adequacy of present services, and estimation of the needs and potential for new or improved programs and services.

Chapter IV--Presents the findings resulting from this survey of library services to the aging. Services are discussed by type of program or service, availability and location, utilization, and providing agency.

Chapter V--Encompasses a compilation of financial data on library services to the aging. The data was difficult to obtain because of the general absence of program budgeting and financial reporting procedures in library administration. The inability to allocate costs readily to specific programs constituted the major detriment to securing accurate information. Notwithstanding inherent inaccuracies, the information presented in this chapter is believed to be the most complete financial report on library services to the aging available and, therefore, valid for deriving conclusions concerning the magnitude and distribution of financial resources allocated for library services to the aging.

Chapter VI--Includes findings on the organizational and personnel resources supporting library services to the aging at the national, state, and local levels.

Chapter VII--Describes several exemplary library programs or services to the aging. The criteria for selection of the examples are fully described.

Chapter VIII--Provides overall observations and conclusions based on the information gathered from the survey.

Chapter IX--Contains specific action recommendations for the various agencies concerned with providing library services to the aging.

The recommendations are designed to assist those who are and will be responsible for the future development of library services to the aging.

The appendixes to this report contain recommendations on library services to the aging from the 1971 White House Conference on Aging, the data collection instruments used in the study, lists of responding libraries, a bibliography, and similar material. Booz, Allen & Hamilton Inc. has appreciated the opportunity to conduct this timely study of services of libraries to the aging--a group constituting 10% of the nation's population. It is our hope that the findings, conclusions, and recommendations will be beneficial in formulating future policy in this field.

TABLE OF CONTENTS

PREFACE

I. BACKGROUND, SCOPE, AND METHODOLOGY

II. BRIEF SUMMARY OF THE STUDY

III. CHARACTERISTICS OF THE AGING POPULATION

IV. FINDINGS ON LIBRARY SERVICES TO THE AGING

V. FINDINGS ON FINANCING LIBRARY SERVICES TO THE AGING

VI. FINDINGS ON ORGANIZATIONAL AND STAFF SUPPORT FOR LIBRARY SERVICES TO THE AGING

VII. SOME EXEMPLARY LIBRARY SERVICES TO THE AGING

VIII. OVERALL OBSERVATIONS AND CONCLUSIONS

IX. RECOMMENDATIONS

APPENDIXES

INDEX OF EXHIBITS

		Following Page
III-1	U. S. POPULATION BY AGE, 1950 TO 1990	III-1
III-2	AGING POPULATION BY STATE, 1970	III-3
III-3	RATIO OF FEMALES PER 100 MALES, 1950 TO 1970	III-5
III-4	CUMULATIVE DISTRIBUTION OF INCOME, 1970	III-8
III-5	MARITAL STATUS OF THE AGING, 1969	III-9
IV-1	USERS OF PUBLIC LIBRARY SERVICES TO THE AGING	IV-5
IV-2	THE FIVE PUBLIC LIBRARIES SERVING THE LARGEST NUMBER OF AGING THROUGH EXTENSION SERVICES	IV-7
IV-3	THE FIVE PUBLIC LIBRARIES SERVING THE LARGEST NUMBER OF AGING THROUGH GROUP PROGRAMS	IV-8
IV-4	GEOGRAPHIC DISTRIBUTION OF PUBLIC LIBRARIES OFFERING SERVICES TO THE AGING, 1971	IV-10
IV-5	RELATIVE AVAILABILITY OF PUBLIC LIBRARIES OFFERING SERVICES TO THE AGING, POPULATION BY STATE, 1970	IV-10

		Following Page
IV-6	NUMBER OF PUBLIC LIBRARIES OFFERING SERVICES TO THE AGING BY TYPE OF RESIDENTIAL AREA	IV-11
IV-7	AVAILABILITY OF LIBRARY SERVICES TO THE AGING BY TYPE OF SERVICE	IV-12
IV-8	AVERAGE USE RATES FOR LIBRARY SERVICES TO THE AGING AMONG PUBLIC LIBRARIES WITH HIGHEST USE	IV-14
IV-9	ESTIMATED MAXIMUM POTENTIAL DEMAND FOR LIBRARY SERVICES IF AVAILABLE IN ACCORDANCE WITH POPULATION DISTRIBUTION	IV-14
IV-10	SUMMARY OF AVERAGE INSTITUTIONAL LIBRARY SURVEY STAFF AND BUDGET	IV-17
IV-11	ESTIMATED NUMBER OF 65+ PERSONS IN THE UNITED STATES ELIGIBLE FOR SERVICE THROUGH THE LIBRARY OF CONGRESS DIVISION FOR THE BLIND AND PHYSICALLY HANDICAPPED	IV-18
IV-12	RELATIVE PRIORITY AMONG AGE GROUPS FOR PROGRAM DEVELOPMENT BY STATE LIBRARIES	IV-20
V-1	LIBRARY SERVICES AND CONSTRUCTION ACT GRANTS FOR SERVICES TO THE AGING, 1967 TO 1971	V-2
V-2	LSCA GRANTS FOR AGING-DB&PH SERVICES ONLY, 1967-1971	V-3

		Following Page
V-3	OLDER AMERICANS ACT GRANTS FOR LIBRARY SERVICES TO THE AGING BY PUBLIC LIBRARIES, 1967 TO 1971	V-3
V-4	BUDGETED FUNDS FOR LIBRARY SERVICES TO THE AGING BY STATES	V-7
V-5	TEN LARGEST LIBRARY BUDGETS FOR SERVICES TO THE AGING FOR THE CURRENT FISCAL YEAR	V-8
V-6	AMOUNT OF FUNDS SPENT BY PUBLIC LIBRARIES FOR SERVICES TO THE AGING	V-8
V-7	SUMMARY OF GIFTS SUPPORTING LIBRARY SERVICES TO THE AGING, 1961-1971	V-9
V-8	SOURCES AND USES OF FUNDS ALLOCATED FOR LIBRARY SERVICES TO THE AGING, 1966 TO 1971	V-10
V-9	PERCENTAGE OF SOURCES AND USES OF FUNDS ALLOCATED FOR LIBRARY SERVICES TO THE AGING, 1961-1971	V-10
V-10	COST PER PERSON FOR THREE TYPES OF SERVICE	V-13
V-11	ESTIMATE OF DIRECT OPERATING COSTS OF EXTENSION SERVICES TO THE AGING AT: THE DALLAS PUBLIC LIBRARY, THE DETROIT PUBLIC LIBRARY, THE MILWAUKEE PUBLIC LIBRARY	V-14

		Following Page
VI-1	RELATIVE PRIORITY AMONG AGE GROUPS FOR PROGRAM DEVELOPMENT BY PUBLIC LIBRARIES	VI-2
VI-2	BUDGETED STAFF AND EXPENDITURES FOR LIBRARY SERVICES TO THE AGING, THE TWENTY PUBLIC LIBRARIES WITH LARGEST GROUPS OF AGING	VI-4

INDEX OF TABLES

		Page Number
1.	NET DAILY INCREASE OF 65+ POPULATION FROM 1960 TO 1970	III-2
2.	POPULATION GROWTH RATES	III-2
3.	RESIDENCE OF U. S. POPULATION	III-4
4.	65+ POPULATION BY SEX	III-5
5.	EDUCATIONAL ATTAINMENT BY AGE GROUP	III-6
6.	PERCENTAGE OF POPULATION IN THE LABOR FORCE BY AGE AND SEX (1969)	III-7
7.	MARITAL STATUS OF 65+ POPULATION	III-9
8.	LIVING ARRANGEMENTS FOR PERSONS 65+	III-9
9.	NUMBER OF 65+ PERSONS WITH CHRONIC MOBILITY RESTRICTIONS	III-10
10.	PERCENTAGE OF POPULATION WITH LONG-TERM DISABILITY	III-11

I. BACKGROUND, SCOPE, AND METHODOLOGY

I. BACKGROUND, SCOPE, AND METHODOLOGY

Library service to the aging in the United States encompasses numerous endeavors by a multitude of agencies and organizations. While a few programs and services are well known to the library profession and government agencies, the state of development of programs and services for the aging on a nationwide basis has not been identified.

This chapter describes the background and scope of the study, defines the methods utilized and their limitations, and recommends needed future research efforts to establish reliable and comprehensive national base-line data for evaluating and planning library services to the aging.

1. THIS STUDY WAS PROMPTED BY THE CONCERN OF THE U.S. OFFICE OF EDUCATION AND KNOWLEDGEABLE LIBRARIANS OVER THE LACK OF BASIC NATIONWIDE INFORMATION ON LIBRARY SERVICES TO THE AGING

Despite the increased national attention and priority being given the problems of the growing elderly population in the United States, a comprehensive, current inventory of library services to the aging provided by public libraries and other institutions does not exist.

Moreover, the extent to which such programs and services have been evaluated and the results of such evaluations have not been determined. Neither has the influence of various levels and sources of financing on such programs and services been assessed.

The 1971 White House Conference on Aging, for the second time in a decade, focuses national attention on the needs of the aging and the extent to which public and private resources are meeting the needs of this major segment of our population. Public librarians have played active roles in the first White House Conference, held in 1961, and in conferences at local and state levels in preparation for the second White House Conference. The Associate Commissioner of Education for Libraries and Educational Technology in the U.S. Department of Health, Education, and Welfare together with several public librarians active in the field of services to the aging advocated the sponsorship of research to yield basic descriptive information on the scope and extent of library services to the aging in the United States. This information was regarded as vital to national, state, and local library agencies in assessing needs and priorities in library services to this growing segment of our population. Such research was viewed as an inextricable part of programs of the Department of Health, Education, and Welfare to enhance the quality of life of all Americans.

2. THE MAJOR PURPOSE OF THE STUDY WAS TO IDENTIFY AND DESCRIBE CURRENT LIBRARY SERVICES TO THE AGING AND TO RECOMMEND CHANGES THAT WILL IMPROVE SERVICE

In emphasis, the study was to concentrate on the services provided by public libraries; however, institutional libraries operated by state and federal governments were included since so many institutions contain a large number of older persons. Libraries in private institutions and institutions owned and operated by local governments were not included due to budgetary constraints.

A program or service for the aging was defined as any library program or service (1) which is offered specifically for the aging or (2) in which 50% of the participants are 65 years of age or older (65+). This definition eliminated regular services offered routinely to clientele of the library without special regard to the age, location, or physical characteristics of the user. Under the study definition, the services surveyed, therefore, could be a part of what is commonly known as the special or outreach services of the library or specific programs designed exclusively for older persons. For purposes of the study, the term "services" is meant to include both "programs" and "services."

The period selected for the study was the decade from 1961, the year of the first White House Conference on Aging, through 1971, the year of the second Conference. This decade also witnessed increased

funding through the Library Services and Construction Act (LSCA) for special programs having important benefits for the aging population.

Although it is recognized that the aging process begins much earlier, the aging, for purposes of the study, were arbitrarily defined in chronological terms only as persons 65+. This was done to maintain conformity with the definition of the Older Americans Act and the age increments used by the U.S. Bureau of the Census.

3. STUDY METHODOLOGY EMPHASIZED IDENTIFICATION AND SUBSEQUENT DESCRIPTION OF LIBRARY SERVICES THROUGH QUESTIONNAIRES, INTERVIEWS, AND LITERATURE REVIEW

It was originally proposed that the study include a mail questionnaire to the some 1,100 libraries in the United States serving populations of 25,000 or more persons. In this way, a complete description of the scope and extent of library services to the aging would be obtained. Because of research funding limitations, this approach was deferred. In lieu of this approach, it was decided to utilize a questionnaire to state library agencies and LSCA regional program officers requesting identification of the specific libraries which were known to provide services in conformance with the study definition. In addition, LSCA records in the U.S. Office of Education were searched to determine grants made through state agencies to libraries for programs serving the aging. These efforts were supplemented by a review of the

literature on library services to the aging and discussions with librarians active in and knowledgeable about this type of service.

Based upon the information obtained, questionnaires were developed, pretested, and mailed to each public library so identified. From the responses, a few libraries were selected for field visits among each of the ten regions of the U.S. Department of Health, Education, and Welfare. Visits were also made to selected state library agencies.

In an effort to reach federal and state institutional libraries, state library agencies were asked to identify specific institutions and the extent to which the state library or other state agencies provided library services to the aging residents of these institutions. Based upon the responses, questionnaires were sent to state health, welfare, and correctional agencies in an effort to pinpoint more precisely the state institutions providing library services. Other questionnaires were sent to the operating domiciliaries of the Veterans Administration.

Interviews were conducted with officials of the Library of Congress Division of the Blind and Physically Handicapped (DB&PH) regarding the division's program that provides special equipment and materials to the visually and physically handicapped.

Questionnaires were also developed and mailed to deans of graduate library schools to determine the extent to which services to the aging were included in graduate school curricula.

The responses to the mail questionnaires were as follows:

- State library agencies
  Returns: 46 of 50
- State administration of aging
  Returns: 41 of 50 plus the District of Columbia
- Deans of graduate library schools
  Returns: 38 of 45
- LSCA regional program officers
  Returns: 9 of 10
- State health, welfare, and correctional agencies
  Returns: 20 of 43

Copies of the questionnaires and follow-up instruments are included as Appendix B.

A list of interviews conducted with government officials and others familiar with various aspects of library service to the aging appears as Appendix C.

Various published sources were located and investigated. A bibliography of the more pertinent materials used during the conduct of the study is presented in Appendix D.

Based on the responses from the above-mentioned sources, questionnaires were sent to identified public and institutional libraries. The responses were as follows:

- Public libraries
  Returns: 266 of 390

- Institutional libraries
  Returns: 33 of 80

Copies of these two questionnaires are included as Appendix E.

Personal interviews were conducted at three state library agencies and at 23 public libraries. A detailed list of locations and persons interviewed appears as Appendix F. Sites were chosen to be geographically dispersed (at least two from each HEW region) and to provide more detailed information from libraries known to have some experience in providing various types of services to the aging. However, one site was selected to investigate reasons for specifically electing not to provide services to the aging.

A complete list of the public librarians who were sent questionnaires is included as Appendix G.

The deans of graduate library schools to whom questionnaires were sent are listed in Appendix H.

4. SEVERAL LIMITATIONS IN STUDY METHODOLOGY AND RESULTS SHOULD BE NOTED

Several limitations in the methodology employed in the study were apparent from the outset.

(1) The Definition of "Services" Established for the Study Posed Interpretational Problems for Many Respondents

Public libraries traditionally have not organized and provided services to particular segments of the adult population. Services to the aging and other identifiable groups of the adult population generally have not been singled out for special planning, programming, budgeting, and delivery of services.

Recently, however, the U.S. Office of Education in cooperation with the library profession has been examining and testing ways to provide more specialized and adequate service to discrete groups within our population--groups having social and physical handicaps which deny them normal access or capability to benefit from regular services of the public library. Increasing numbers among persons whose native language is not English, ethnic and racial minorities, the economically disadvantaged, and the physically handicapped have been provided with library services more attuned to their special requirements. Although not selected for special attention,

the aging, to the extent they are members of such groups, also benefit from these services.

In responding to questionnaires designed to elicit information on services to specific groups within the adult population, many librarians found it difficult conceptually to react to the focus of the study and organize and report information heretofore not generally significant in the planning for and provision of services.

(2) Not All Services Benefiting the Aging Were Included in the Scope of the Study

The definition of "service," as previously described, excluded many library services made available to and used by older persons. Regular and routine services were excluded, as well as services in which the minority of users were older persons.

(3) Not All Public Libraries Were Included Within the Scope of the Study

Because of the methodology employed, the public libraries surveyed were only those reported as providing services encompassed by the study's definition. It is felt that few libraries with services for the aging have escaped attention in the survey, but there is no means to evaluate

this. It was found that various authorities had, in some instances, failed to identify programs which should have been known to them.

(4) Not All Institutions Providing or Making Available Library Services to Residents Were Included

The scope of the study was limited to institutions supported by federal and state governments. Particular difficulty was experienced in locating state institutions, since these institutions are commonly operated by several departments and agencies of state government--e.g., departments of correction, health, mental health, social services, welfare, education, and veterans' affairs. Rarely was the state library agency or the administration on aging, or any other single agency of state government capable of providing a complete and current list of these institutions. Moreoever, even when identified and contacted, many state agencies operating institutions were not aware of the nature and scope of library services offered to residents of their institutions. Special research beyond the resources of this study will be required to identify and to survey the universe of library services in state institutions.

A comparable problem of identification exists with respect to publicly and privately sponsored institutions, such as homes for the aged and nursing homes, at the local level. More of the aging are residents of these institutions than of both state and federal institutions. Library service to local institutions was covered by this survey only to the extent that the local public library was (1) identified as a library offering special services to the aging as defined by this study and (2) actually provided services to such institutions.

(5) User and Nonuser Needs and Preferences for Library Services Were Not Included

For budgetary reasons, no attempt was made to evaluate the reading interests and extent of library use by the aging. The study did seek to identify any research and evaluation of user and nonuser needs known to or conducted by some of the respondents to the mail questionnaire.

(6) Major Limitations Exist in the Reliability of the Data Reported Via Mail Questionnaire and Direct Interview

Financial and statistical records on services to the aging are not routinely maintained by public libraries--in part, because program-oriented budgeting systems are not commonly used by libraries and, more fundamentally, because

libraries have traditionally not considered services to the aging as a definable, discrete special service. Data, therefore, useful to the study is unidentifiably merged with larger aggregations of library information reported commonly by unit of organization such as "extension services," "bookmobile services," "hospitals and institutions." Librarians, therefore, were most often required to make ad hoc calculations and informed estimates in response to questions concerning the allocation of financial and personnel resources devoted to services to the aging as well as numbers of users of such services.

5. FURTHER RESEARCH IS NEEDED TO BUILD ON THE RESULTS OF THIS STUDY

Although this study has produced the first comprehensive description and evaluation of the scope and extent of specified library services to the aging in the United States, the findings of the study, its established methodology and budgetary limitations warrant additional research effort.

(1) A Survey of the Universe of Public Libraries Should Be Undertaken

Using the findings of the present study, a questionnaire should be designed and mailed to the approximate 1,100 public

libraries and library systems serving populations of 25,000 or more people to determine the scope and extent of library services made available to and substantially benefiting the aging. The objective should be to obtain essential, statistically valid base-line data for planning on the broadest possible universe of public libraries. This research effort was originally included as a task in the design of the present study.

(2) A Survey of Institutional Library Services to the Aging Directed Toward the Institutions Themselves Should Be Undertaken

Previously described methodological problems and research resource limitations prevented adequate coverage and a statistically valid survey of institutional library service to the aging. It is recommended that this aspect of library service to the aging be the subject of separate research. Required will be (1) determination of the institutional universe to be sampled; (2) an extensive effort to identify names, locations, and sponsorship, and key personnel of several thousand large and small institutions containing the elderly as residents and a scientifically conducted sampling of this universe; and (3) actual sampling of the universe through mail questionnaire supplemented by field visits to selected institutions.

This survey of institutions should be complementary to the universal survey of public libraries, in that the questionnaire to public libraries should contain a section on service provided to institutions within the individual public library's service area.

(3) A Survey of User-Nonuser Needs of the Aging for Library Services Should Be Undertaken

An attempt was made in this present study to identify research conducted on the needs and reading interests of older persons, even though assessment of user and nonuser requirements was outside the scope of this survey of library services to the aging. It was not possible to identify any current, comprehensive, and systematic studies of the needs of users and nonusers of library services among the aging.

The time is considered opportune to conduct statistically reliable research which identifies and evaluates the needs of the aging for library services and the extent to which such needs and interests differ from other age groups in the adult population. The results of any study will be invaluable in designing effective programs for library services to both aging and nonaging clientele of the library.

The research projects outlined above are cited because they seem to relate most closely to the present study. Other research is needed, for example, to develop criteria and measures for evaluation of program effectiveness tailored to the major types of library services identified in the current study.

* * * * *

With this background, the next chapter includes a brief summary of the major findings and recommendations of the study. An interim report of comparable length was prepared for dissemination to delegates of the 1971 White House Conference on Aging. The recommendations of the Conference concerning library services to the aging are included as Appendix A to this report.

II. BRIEF SUMMARY OF THE STUDY

II. BRIEF SUMMARY OF THE STUDY

The public library in the United States has a tradition of providing general services for everyone including, of course, the aging citizen. If any age group has been strongly recognized for special service, however, it has been the younger rather than the older group. This is because the reading needs, interests, and library resource requirements of children are obviously different from those of adults. Although some limited research has been conducted on the reading interests of older persons, their particular interests have not been significantly differentiated from those of the adult population by researchers and practitioners.

Recently, however, the United States Office of Education, librarians, and legislators have been examining and testing ways to provide more specialized and adequate service to discrete groups within our population--groups having social and physical handicaps which deny them normal access or capability to benefit from the regular programs and services of the public library. Increasing numbers among persons whose native language is not English, ethnic and racial minorities, the economically disadvantaged, and the physically handicapped have been provided with library services more attuned to their special requirements. Although

not selected for special attention, the aging, to the extent they are members of such groups, also benefit from these programs and services.

The aging, in a few instances, have been the focus of special concern and services. The impetus for this attention can be attributed to the awakening national interest in and concern for their particular needs and welfare. For example:

- Articles describing library services to the aging appear regularly in professional journals.
- Institutes have been conducted to develop librarian skills in working with the aging.
- Some public libraries conduct programs exclusively for the aging.
  - The Cleveland Public Library's "Live Long and Like It Library Club" for persons over 60 years of age recently entered its 26th year; a bequest in 1941 from Frederick W. and Henryett Slocum Judd also made it possible to establish a service to shut-ins, many of whom are older people living in homes for the aged.
  - The Milwaukee Public Library provides extensive programs for the aging through its "Over 60" service.
  - A branch of the Wake County Public Library (North Carolina) cosponsors an educational program for senior citizens in the area.
  - The San Francisco Public Library provides services to the aging within the South of Market district of the central city through deposit collections, bookmobile service, and special programs.

- The Detroit Public Library sponsors an annual series of programs for the aging at its main library in addition to providing direct service to many nursing homes within the city.

- The libraries at many of the domiciliaries in Veterans Administration Centers provide specific programs, services, and employment for their aging member-residents.

- The Division for the Blind and Physically Handicapped of the Library of Congress, which serves visually or physically handicapped persons, finds 50% of its users in the 65+ segment of the population.

Other programs exist. However, most libraries do not provide special services designed exclusively for their aging clientele.

Library services to the aging have not developed at a pace consistent with the increase in the number of 65+ persons in the nation and commensurate with the increase in national interest in the needs and problems of the aging.

- About two-thirds of the state library agencies and public libraries gave the aging the lowest priority for program development compared to other age groups in the population.

- Funds for services to the aging, as defined by this study, constitute less than 1% of the budgets of state library agencies and public libraries.

- Less than 1% of the federal funds available for support of public libraries is allocated to services to the aging.

- Considerably less than 1% of the available staff time of both state library agencies and public libraries is devoted to providing library services to the aging.

- Few libraries at state and federal institutions provide comprehensive service to aging residents.

Most services that reach the aging have been inextricable parts and natural consequences of larger programs designed for adults in general. The absence of special programming for the aging is a result of the traditional philosophy of library service held by most librarians--namely, that the library should provide services of universal scope and appeal. The result of this approach has been to submerge the needs and requirements of a particular group or segment of the population that might have a unique claim on the resources of the library.

Librarian interest and motivation are primary factors in the development of services to the aging. This interest has been aroused by exposure to the special needs and problems of the aging, either through the ongoing work of the library or through contact with individuals knowledgeable and concerned about the characteristics, needs, and problems of the aging.

Research and training programs need to be strengthened and broadened to familiarize librarians with needs and opportunities to serve the aging. Not enough is known about the library interests

and needs of the aging. Further research is required to investigate the library needs of the aging and to develop programs to satisfy those needs. Furthermore, expanded pre-service and in-service training opportunities need to be provided to acquaint and equip librarians with opportunities and techniques for service to the aging.

Several steps are seen as vital to enhancing opportunities for motivating and training librarians in providing services to the aging:

- Expanded course offerings in graduate schools of library science.
- Provision, on a regular basis, of seminars and institutes dealing with library services to the aging. Sponsorship may be by universities, federal and state library agencies, and library professional associations.
- Establishment, within the public library, of specific staff responsibility for developing, coordinating, and evaluating in-service training opportunities for library professional staff, paraprofessionals, and volunteers. This responsibility could be combined with the staff function of older-person program coordination discussed subsequently in this report.

The availability of funds is also a primary factor in the development of services to the aging. A scarcity of funds for library work often exists, and this has prevented some interested librarians from developing services to the aging. Funds for establishing or strengthening library services to the aging can be obtained from:

- Additional appropriations
- Realignment of priorities and reallocation of resources within library budgets
- A combination of new money and reallocated money.

It appears that additional appropriations at the local, state, and federal levels are the most feasible means of assuring the level of financial support needed to effect a higher priority for the aging in the provision of library services. Because of entrenched claims and well documented justification by existing library programs, the likelihood of a library agency voluntarily reallocating resources without strong community pressures and legislative direction is poor. However, public libraries need to explore additional sources of funds, particularly philanthropy, in support of services to the aging.

The library needs and interests of many aging persons may be satisfied through the general strengthening of library services. The aging would further benefit from emphasis on categories of library services that single out other specific groups for priority attention, such as disadvantaged groups. However, library service to the aging will not assume the priority believed appropriate unless service to the aging receives formal recognition as a distinct program entity for planning and evaluation. Needed are staff planning and coordinating

mechanisms at the library director level, such as a "coordinator of older persons services," to insure that the special needs of the aging are identified and that opportunities to serve the aging are met by typical service departments. The creation of such a function at the top staff level of library organization would go far to assure the orderly, systematic development, implementation, and assessment of library services benefiting the aging.

Based on the findings and conclusions of the study, the following action is recommended for the improvement of library services to the aging.

(1) For the federal government

- Existing federal library legislation (the LSCA) should be amended to specifically recognize the importance of library programs for the aging.
- Legislative authorization and funding should be provided to assist the development, operation, and evaluation of programs for library services to the aging.
- The U.S. Office of Education should establish a formal program to provide leadership and financial support for the expansion of library services to the aging that would encourage state library agencies to develop and support programs for the aging in local public libraries.
- Closer cooperation should be established between the U.S. Office of Education and the Administration on Aging involving joint projects such as research to develop and evaluate effective and appropriate programs for library services to the aging.

(2) For state governments

- Each state library agency should develop formal plans which specifically include library services to the aging as a component of its comprehensive planning within its state. Designated LSCA funds should be used to support resulting programs.

- Each state library agency should establish organizational responsibility for providing leadership, information, and consultation to local public libraries and state-sponsored institutions in order to encourage them to devote adequate attention to the improvement of library services to the aging.

- Each state library agency should assume increased responsibility for assuring adequate library standards and services in state-sponsored institutions containing large populations of older persons.

(3) For public libraries

- Every public library should assign explicit responsibility for the development and coordination of library services to the aging to a member of the staff.

- Public libraries should make appropriate and increasing use of paraprofessionals and volunteer staff, particularly from among the aging, to operate library services benefiting the aging.

- The public library, in strengthening services to the aging, should take the initiative to establish a cooperative relationship with other local agencies serving the aging including local, public, and privately sponsored institutions containing large populations of older persons.

The public library is an established institution with the potential for significant service to the aging. The benefits received by the aging will be the direct result of the development of an awareness of the library's potential and the provision of resources to meet the demand for service.

* * * * *

The next chapter examines pertinent U.S. Census data on the aging and its implications for library agencies.

III. CHARACTERISTICS OF THE AGING POPULATION

III. CHARACTERISTICS OF THE AGING POPULATION

For the purposes of this study, the term "aging" includes those persons 65 years and older. This definition conforms with age groupings used by the Bureau of the Census of the U.S. Department of Commerce. The report of the 1970 census indicates that about one of every ten Americans falls within this segment of the population.

1. IN 1970, 20,050,000 AMERICANS WERE 65+, AND THIS GROUP IS PROJECTED TO GROW 25% BY 1985

Estimates for projected growth of our aging population are:

Year	Number of Persons 65+
1985	25,000,000
2000	28,000,000

(1) The Aging as a Group Are Increasing Faster Than the Total Population

Trends and projections of total population in the United States and the 65+ segment are shown in Exhibit III-1, following this page.

- From 1960 to 1970, while the entire United States population increased 13%, the 65+ population increased by 3,500,000 or 21%.

EXHIBIT III-1
National Survey of Library Services to the Aging
U. S. POPULATION BY AGE
(Population in Thousands)
1950 TO 1990

	U. S. Total Population	Ages 65-74	Age 75+	Total Population 65+	Percent of Population 65+
1950	151,536	8,432	3,862	12,294	8.1%
1960	179,323	10,997	5,563	16,560	9.2
1970	203,166	12,425	7,625	20,500	9.9
1980	227,510*	--	--	23,492*	10.3
1990	254,720*	--	--	27,567*	10.8

* Statistical Abstract of the United States, Table 7, Series D estimates used where applicable.

Source: U.S. Department of Commerce, Bureau of Census

- Over the last decade, the population segment over 75 years of age has increased at triple the rate of the 65-74 years' segment.

- From 1960 to 1970, the daily net increase of persons within the 65+ age group was 969, composed as follows:

TABLE 1
NET DAILY INCREASE OF 65- POPULATION
FROM 1960 TO 1970

Age Group	Average Net Daily Increase (1960-70)
65-74 years	397
75 years and older	573
Total	969

(NOTE: Total does not add due to rounding)

- Advance reports on the 1970 census indicate the following changes between 1960 and 1970 compared with the previous decade.

TABLE 2
POPULATION GROWTH RATES

Population Segment	Growth Rate 1950-60	Growth Rate 1960-70
Total Population	13.3%	13.5%
65-74 years	13.0	30.4
75 years and older	37.1	44.0
Total 65+	21.1	34.7

(2) The 65+ Population Is Fairly Evenly Distributed Relative to Total Population Throughout the 50 States

The 1970 census figures for the 65+ population by state are listed on Exhibit III-2, following this page.

- The largest percentage concentration of persons 65+ is in Florida (14.5%) and the least is in Alaska (2.3%).
- Between 9% and 11% of the population of 24 states are 65+.
- The 65+ group constitutes 9.9% of the total population.

Since the 1960 census, the states that have experienced the greatest growth in relative concentration of aging citizens are Florida and Arizona. Only seven states experienced a reduction in the relative concentration of aging citizens, the greatest reduction being in New Hampshire.

(3) Persons 65+ Are Most Heavily Concentrated in Metropolitan Areas (Inside Standard Metropolitan Statistical Areas)

By type of area, persons reside as follows:

(See Table 3a on following page)

EXHIBIT III-2
National Survey of Library Services to the Aging
AGING POPULATION BY STATE
1970

State	Total Population	Percent of Total U.S. Population	Percent Increase (or Decrease) From 1960	65+ Population	Percent of State Population 65+	Percent Increase (or Decrease) From 1960
Alabama	3,444,165	1.7%	5.4%	325,727	9.5%	24.9%
Alaska	300,382	0.1	33.6	6,887	2.3	40.0
Arizona	1,770,900	0.9	36.1	161,474	9.1	78.9
Arkansas	1,923,295	0.9	7.7	237,201	12.3	22.2
California	19,953,134	9.8	27.0	1,800,977	9.0	30.9
Colorado	2,207,259	1.1	25.8	187,891	8.5	19.0
Connecticut	3,031,709	1.5	19.6	288,908	9.5	18.9
Delaware	548,104	0.2	22.8	43,833	8.0	22.2
Florida	6,789,443	3.3	37.1	985,690	14.5	78.1
Georgia	4,589,575	2.3	16.4	367,371	8.0	26.1
Hawaii	768,561	0.4	21.7	44,116	5.7	51.7
Idaho	712,567	0.4	6.9	67,776	9.5	17.2
Illinois	11,113,976	5.5	10.2	1,093,654	9.8	12.2
Indiana	5,193,669	2.6	11.4	494,809	9.5	10.8
Iowa	2,824,376	1.4	2.4	350,293	12.4	6.7
Kansas	2,246,578	1.1	3.2	266,201	11.9	10.8
Kentucky	3,218,706	1.6	6.0	336,588	10.5	15.4
Louisiana	3,641,306	1.8	11.9	306,725	8.4	26.9
Maine	992,048	0.5	2.5	114,592	11.6	7.5
Maryland	3,922,399	1.9	26.5	299,697	7.6	32.2
Massachusetts	5,689,170	2.8	10.5	636,185	11.2	11.2
Michigan	8,875,083	4.4	13.4	752,955	8.5	18.0
Minnesota	3,804,971	1.9	11.5	408,910	10.8	15.5
Mississippi	2,216,912	1.1	1.8	222,320	10.0	16.8
Missouri	4,676,501	2.3	8.3	560,656	12.0	11.5
Montana	694,409	0.3	2.9	68,736	9.9	6.2
Nebraska	1,483,493	0.7	5.1	183,526	12.4	12.2
Nevada	488,738	0.2	71.3	30,968	6.3	72.2
New Hampshire	737,681	0.4	21.5	78,412	10.6	14.7
New Jersey	7,168,164	3.5	18.2	696,980	9.7	24.5
New Mexico	1,016,000	0.5	6.8	70,611	7.0	39.2
New York	18,190,740	9.0	8.4	1,954,427	10.7	15.8
North Carolina	5,082,059	2.5	11.5	414,094	8.2	32.7
North Dakota	617,761	0.3	(2.3)	66,368	10.7	11.9
Ohio	10,652,017	5.2	9.7	997,694	9.4	11.3
Oklahoma	2,559,229	1.2	9.9	298,822	11.7	20.1
Oregon	2,091,385	1.0	18.2	226,799	10.8	23.4
Pennsylvania	11,793,909	5.8	4.2	1,272,126	10.8	12.7
Rhode Island	946,725	0.5	10.5	103,932	11.0	15.6
South Carolina	2,590,516	1.3	8.7	190,960	7.4	26.5
South Dakota	665,507	0.3	(2.1)	80,484	12.1	11.1
Tennessee	3,923,687	1.9	10.0	383,017	9.8	23.9
Texas	11,196,730	5.5	16.9	990,368	8.9	32.9
Utah	1,059,273	0.5	18.9	77,561	7.3	30.0
Vermont	444,330	0.2	14.1	47,488	10.7	6.8
Virginia	4,648,494	2.3	17.2	365,712	7.9	26.6
Washington	3,409,169	1.7	19.5	322,961	9.5	15.4
West Virginia	1,744,237	0.9	(6.2)	194,120	11.1	12.2
Wisconsin	4,417,731	2.2	11.8	472,865	10.7	17.4
Wyoming	332,416	0.2	0.7	30,204	9.1	15.4
District of Columbia	756,510	0.4	(1.0)	70,803	9.4	8.9
	203,165,699	100.0%	13.3%	20,049,592	9.9%	21.1%

Source: U.S. Department of Commerce, Bureau of the Census, Reports No. PC(V1)-1 and PC(V2)

TABLE 3a
RESIDENCE OF U. S. POPULATION

	Under 65 Population	65+ Population
Metropolitan Area		
Central City	29%	33%
Suburbs	36	28
Subtotal	65%	61%
Nonmetropolitan Area		
Nonfarm	31%	34%
Farm	4	5
Subtotal	35%	39%
Total	100%	100%

- The largest concentration of aging (three out of five) relative to the population as a whole, is in metropolitan areas.

- Approximately one-third of those 65+ live in central cities, while another one-third live in nonfarm, nonmetropolitan areas.

TABLE 3b
RESIDENCE OF U. S. POPULATION

	For Metropolitan Area Only	
	Under 65 Population	65+ Population
Metropolitan Area		
Central City	45%	54%
Suburbs	55	46
Total	100%	100%

	For Nonmetropolitan Area Only	
	Under 65 Population	65+ Population
Nonmetropolitan Area		
Nonfarm	88%	87%
Farm	12	13
Total	100%	100%

- As indicated in Table 3b, for metropolitan areas only, more aging live in the central city than suburbs. The opposite is true with the under 65 population, where more live in the suburbs than the central city. In nonmetropolitan areas, the residence distribution of persons over and under 65 is similar.

(4) Women Constitute 58% of the Aging Population Compared with 51% of the Total Population

The proportion of females in the 65+ age group has increased significantly since 1950. This dominance is more pronounced in the 75+ segment of the aging population, as shown in Exhibit III-3 following this page.

- In 1970, of the 20,049,592 persons 65+, 11,641,651 were female. The population by sex for each segment of the aging population was as follows.

TABLE 4
65+ POPULATION BY SEX

Age	Female	Male	Total
65-74	6,993,251	5,431,423	12,424,674
75-	4,648,400	2,976,518	7,624,918
Total	11,641,651	8,407,941	20,049,592

- Although the number of male births is greater than the number of female births, the longer life expectancy for females, which is increasing faster than for males, will continue a trend toward a greater preponderance of females within the aging population.

(5) Negroes Constitute a Disproportionately Small Percentage of the Aging Population

In 1970, the Negro percentage of the total population was 11.2%, while that of the 65+ group was 7.8%. The life expectancy at birth for Negroes is 64.6 years compared with 70.5 years for the total population.

EXHIBIT III-3
National Survey of Library Services to the Aging
RATIO OF FEMALES PER 100 MALES
1950 TO 1970

Year	All Ages	Population Segment		
		65+	65-74	75+
1950	111.3	111.5	107.5	120.9
1960	103.0	120.7	114.9	133.1
1970	105.5	138.5	128.8	156.2

Source: U.S. Department of Health, Education & Welfare, SRS-AoA Publication No. 182

- Of those Negroes 65+, the 1970 census reported:

Male	678,000
Female	888,000
Total	1,566,000

- The ratio of Negro females, at 57% of the 65+ Negro population, is 1% less than that for the entire 65+ population.

- The predominance of 65+ female Negroes is also increasing.

2. THE AGING ARE CHARACTERIZED BY LOW EDUCATIONAL ATTAINMENT, LOW LEVELS OF EMPLOYMENT AND INCOME, AND LIVING ARRANGEMENTS WITH MORE THAN ONE PERSON IN THE HOUSEHOLD

Some relevant socioeconomic characteristics of the aging are highlighted below.

(1) Approximately 60% of Those 65+ Have Completed Eight or Less Years of Formal Education

The following table compares educational attainment for the 14-64 group with that of those 65+.

TABLE 5
EDUCATIONAL ATTAINMENT BY AGE GROUP

Years of Formal Education	Percent of Population 14 Years and Older	Cumulative Percentage	Percent of Population 65+	Cumulative Percentage
0-4	4%	4%	16%	16%
5-8	22	26	44	60
9-12	54	80	28	88
13+	20	100	12	100
	100%		100%	

While about-one quarter of the 14-64 year group has eight or less years of education, 60% of those 65+ have eight or less years of education. However, as the present population of better educated individuals ages, the level of educational attainment will rise in the 65+ group.

(2) Employment of the 65+ Has Decreased Dramatically Since 1900

In 1969, those 65+ constituted 3.8% of the working force and 9.9% of the total population, in contrast to 1900, when persons 65+ constituted 4.0% of the working force and 4.0% of the total population.

TABLE 6
PERCENTAGE OF POPULATION IN THE LABOR FORCE BY AGE AND SEX (1969)

Age Segment	Percentage in the Labor Force	
	Males	Females
Total All Ages	85.3%	42.2%
65+	26.2	9.4

These facts show that a large and increasing number of 65+ persons are not in the labor force, with obvious implications for increased leisure time and reduced income among the aging.

(3) The Median Income of Persons 65+ Is Significantly Less Than That of the Total Population

A comparison of the distribution of families and unrelated individuals by age and income as reported in a sample of

responses to the 1970 census is shown in Exhibit III-4, following this page. While less than 15% of the households in the 14-64 group have incomes less that $5,000, 50% of those 65+ are below this level.

Those not in the labor force are dependent for income on federal and state pensions and assistance, private pensions, and income from investments. During inflationary periods these sources, which are generally fixed, experienced a loss in purchasing power.

The term "poor" means that the person resided in a household where the total income of the household was less than the poverty level for that type, composition, size, and location household.

- From 1959 to 1969, the number of poor persons 65+ dropped from 6 million to 4.8 million or approximately 20%. Of those 65+, however, one-quarter are in poverty.
- During the same period, there was a 40% reduction in poor persons under 65.
- The decline in poverty among the aging has not kept pace with the economic improvements of the remainder of the population.

(4) Slightly Less Than Half of Those 65+ Are Married and Living with Their Spouses

The marital status of the 65+ population is estimated as follows:

(See Table 7 on following page)

EXHIBIT III-4
National Survey of Library Services to the Aging
CUMULATIVE DISTRIBUTION
OF INCOME
1970

Income	Families		Unrelated Individuals *	
	Cumulative		Cumulative	
	Heads 14-64	Heads 65+	Heads 14-64	Heads 65+
Under $1,000	1.5	2.1	11.4	12.7
$ 1,000- 1,499	2.4	5.0	17.9	31.9
1,500- 1,999	3.6	10.5	23.7	52.1
2,000- 2,499	5.0	16.8	29.4	64.6
2,500- 2,999	6.4	23.8	34.0	72.5
3,000- 3,499	8.2	31.2	39.5	77.7
3,500- 3,999	10.0	37.6	44.3	82.1
4,000- 4,999	14.2	49.5	53.6	87.2
5,000- 5,999	19.5	58.4	61.8	90.7
6,000- 6,999	25.4	65.1	69.5	93.3
7,000- 7,999	31.9	70.5	76.9	95.1
8,000- 8,999	39.1	75.9	82.7	96.2
9,000- 9,999	46.3	79.6	87.0	97.1
10,000-11,999	60.0	85.5	92.2	98.3
12,000-14,999	75.5	91.1	96.0	98.9
15,000-24,999	95.0	97.5	99.3	99.6
25,000-49,999	99.4	99.7	99.8	99.9
$50,000+	100.0	100.0	100.0	100.0

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* Unrelated individuals are defined by the Census Bureau as persons (other than inmates of institutions) who are not living with any relative.

Source: U.S. Department of Health, Education, and Welfare, SRS-AoA Publication No. 183

TABLE 7
MARITAL STATUS OF 65+ POPULATION

Married with Spouse	49%
Widowed	39
Other (Divorced, Separated)	12
Total	100%

Source: U.S. Department of Health, Education, and Welfare SRS-AoA Publication No. 164

Of the widowed, 80% are females.

A summary of the marital status of the 65+ population, based on 1969 statistics, is shown in Exhibit III-5, following this page. The large number of elderly women who are not living with a spouse is the result of:

- The longer life expectancy of women (74.3 years for females vs. 67 years for males).
- Men marrying women younger than themselves (40% of men 65+ were married to women under 65).

(5) Most of the 65+ Population Lives Within a Family Setting

One-quarter of those 65+ live alone or with nonrelatives.

TABLE 8
LIVING ARRANGEMENTS FOR PERSONS 65+

Living Arrangement	Percent in Each by Sex		Total Both Sexes
	Male	Female	
Live in own home	72%	44%	56%
Live in home of relative	9	18	14
Live alone or with nonrelative	14	33	25
Live in institution	5	5	5
Total	100%	100%	100%

- Based on 1969 estimates, 80% of the 65+ males and 61% of the 65+ females live within a family setting.

EXHIBIT III-5
National Survey of Library Services to the Aging
MARITAL STATUS OF THE AGING
1969

	Percent of Total Aging Population by Sex		Total for Both Sexes
Married, Spouse Present:	Men	Women	
65+	69.9	34.3	49.2
65-74	77.6	44.6	59.0
75+	56.2	18.8	33.3
All Other, Including Widowed:			
65+	30.1	65.7	50.8
65-74	22.4	55.4	41.0
75+	43.8	81.2	66.7
Widowed Only:			
65+	18.4	53.9	33.9
65-74	11.0	43.3	29.2
75+	31.4	70.0	54.9

Source: U.S. Department of Health, Education and Welfare, SRS-AoA Publication No. 164

- Of the 65+, approximately 87% of the males are heads of their own households and 77% of the females are either heads or the wives of heads of households.

- About 5% are institutionalized.

3. ROUGHLY 19% OF ALL NONINSTITUTIONAL PERSONS 65+ ARE RESTRICTED IN MOBILITY DUE TO SOME FORM OF CHRONIC PHYSICAL DISABILITY

Of those 65+ years and not institutionalized, about 81% have no chronic physical limitation in mobility. The remaining 19% are distributed as follows:

TABLE 9
NUMBER OF 65+ PERSONS WITH CHRONIC MOBILITY RESTRICTIONS

	Estimated Number of 65+ Persons	Percent of Total 65+
Confined to house or residence	1,000,000	5%
Need assistance in moving about	1,200,000	6
Have difficulty moving about alone	1,600,000	8
Total	3,800,000	19%

Source: U.S. Department of Health, Education, and Welfare, AoA Publication No. 146

Long-term disability is defined as any reduction or restriction of a person's activity as a result of illness or injury which persists throughout the year. According to estimates based on data from the mid-1960's by the National Center for Health Statistics, the following percentages of the population within specific age segments experience long-term disability.

TABLE 10
PERCENTAGE OF POPULATION WITH
LONG-TERM DISABILITY

Age Segment	Long-Term Disability	
	Institutionalized	Noninstitutionalized
15-44	0.3%	0.6%
45-64	0.7	2.7
65-74	1.7	8.3
75+	6.7	20.5

- Long-term, noninstitutional disability predominates for the 65+ group, accounting for 59% of the total volume of all disability.
- About 70% of those over 75 years, and 90% of those between 65-74 years are free from long-term disability.

The majority of those 65+ can move about as necessary, but a significant proportion of the aging are relatively immobile.

4. MOST PERSONS 65+ PREFER NOT TO BE DIFFERENTIATED FROM THE REMAINDER OF THE ADULT POPULATION BECAUSE OF AGE

Most librarians interviewed in this study indicated that the aging generally perceive themselves as a part of the general adult society. Many older persons, moreover, reportedly resent being arbitrarily segregated in a group that is considered less agile--physically and mentally.

This view is supported by experience in the marketing of consumer products by business. Products labeled and directed specifically at the older person have generally not fared well. The

most successful method of marketing to the aging is to direct the presentation to the general adult population while citing product advantages of obvious benefit to a large proportion of aging individuals*.

Individual Americans seem to resist the thought of growing old and incapacitated. The general self-concept of the aging person appears to be that of the "older adult" than as a distinct and separate population segment of society.

5. IN SUMMARY, ALTHOUGH THE CHARACTERISTICS AND PROBLEMS OF THE AGING DIFFER FROM THOSE OF YOUNGER GROUPS ONLY IN DEGREE, THE IMPLICATIONS FOR LIBRARY USE ARE SIGNIFICANT

The continuing increase in the 65+ population, both absolutely and relatively, suggests the potential for increased national attention. Events such as the White House Conferences on Aging and the establishment of the Administration on Aging within the U.S. Department of Health, Education, and Welfare witness the concern now being focused on this segment of the population.

As would be expected within any group of over 20 million individuals, uniformity is not apparent. However, some general characteristics of the aging are germane to their utilization of library services.

* "The Power of the Aging in the Marketplace", Business Week, November 20, 1971, pp. 52-58

(1) Library Interest and Potential Use by the Aging Can Be Expected To Increase in Proportion to Rising Educational Attainments

Research has demonstrated lower levels of library usage with groups having less formal education. The present level of educational attainment of the aging is substantially lower than the national norm. However, the level will rise as the better educated people in the existing population move into the 65+ group.

From these trends, libraries can anticipate:

- Greater demands in quality and quantity of service of all types by the aging
- Improved receptivity for programs designed for the aging.

(2) The Nonemployed Status of Most Older Americans Presents Libraries With Unique Opportunities To Serve Their Intellectual and Recreational Interests

The majority of the aging are retired; therefore, their requirements for activities to fill leisure hours are increased. However, the library must compete with other attractions for older persons. Anticipated competition for the leisure time of aging persons will require that libraries make programs for the aging more attractive by:

- Improving program content
- Employing greater imagination in program concept and execution.

Lacking research, librarians gather impressions from day-to-day contacts, analyzing what the act of reading does for the older person in a general way. De Maupassant once said that the public asks the writer to "comfort me--amuse me--touch me. Make me laugh, make me dream, make me shudder, make me weep, make me think..." Readers of any age make these demands but, in addition, the elderly who rank reading high in their recreational habits seem to use it as a means of reinforcing the interests and memories of the past, of acquiring vicariously some congenial companionship, of accepting the present without suffering the stress and drain of energy that actual encounter would require.

Writing "On the Meaning and Function of Reading in Later Life" Frederick Whisken stated, "Those individuals who have established adequate reading habits in earlier life may find adjustment to later life easier because of the satisfactions gained through reading."* This is an important premise to test. Dr. Martin Loeb points to another: "Reading may be an important way of finding out the appropriate behaviors and effects for any role. Reading can be a preventive measure so far as mental health is concerned, for a reader can learn his way through the social maze by finding models or by getting

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* Whisken, Frederick E., "On the Meaning and Function of Reading in Later Life" in New Thoughts on Old Age, Robert Kastenbaum, ed. N.Y. Springer, 1964, pp. 300-301

directions from the material he reads."** For example, here is the experience of one reader:

> "I am 75 years old and I taught school for 47 years. Last year I planned to go to the Pacific Northwest and stay for several months. Before I could go I began to feel rather ill and the doctor told me I had diabetes and put me on a restricted diet. I measured and weighed everything I ate, lost pounds and looked and felt miserable. About a month ago I had about decided to eat a whole lemon pie and just die when an old friend suggested that I consult another doctor. He sent me here and has been very kind. He has talked to me, but somehow I was so full of woe, I couldn't really listen to him. Then last week you gave me this book. At first I didn't even open it but one day I picked it up, started to read and couldn't put it down... That woman was 80 and I am only 75. I thought, 'why I can do many things before I am her age.' After that, I seemed to come alive and to be able to really listen to my doctor. He said that I have many years of happy, healthy living ahead of me...and next summer I am going west...The book? Dear Mad'm, an autobiography of an 80-year-old woman, by Stella Patterson."***

(3) Libraries Through Their Reference Services Can Be Prime Sources for the Growing Body of Information Relevant to the Survival and Information Needs of the Aging

The information available for and concerning the aging is becoming more abundant and complex in nature. Facts regarding:

- Government benefits for the aging
- Legislation affecting the aging
- Facilities and services available to the aging
- Organizations serving the aging

** Loeb, Martin B., Ph. D., from his position paper in William K. Beatty, ed. "Proceedings of the ALA Bibliotherapy Workshop, St. Louis, June 25-27, 1964", AHIL Quarterly (Summer 1964), 2-60.

*** Reported by E. Pearl Moody, Head of Hospital Division, Cleveland Public Library, Annual Report 1969. (Typed)

can be made conveniently available to all aging persons by local libraries. Few alternate sources are available. No other agency has similar potential as a central reference facility.

Likewise, gerontologists, social workers, and others concerned with the aging have need of current reference materials.

Libraries are well suited to fill all of these information needs.

(4) The Generally Free Services of the Library Can Be an Attractive Alternative To More Costly Activities for the Aging

Lower income encourages the selection of less costly activities. Libraries are among the least expensive available for the individual citizen, since their support is generally derived from local taxation.

Many aging persons need reminding that library services are free to the individual user. Libraries must assume responsibility for informing all potential customers that services are available without charge.

(5) Libraries Need To Design Their Services and Activities To Accommodate the Special Characteristics of the Aging

The majority of the aging are suitably mobile to avail themselves of recreational opportunities outside of the home. However, a larger than proportional segment is home or institution bound.

Libraries must realize and compensate for the physical problems which are more prevalent with increased age.

- Delivery of services should be made to aging library users who are incapable of coming to the library building.
- Service of all types should become more personalized.
- Materials should be displayed and housed where they are more easily accessible.
- Architects should consider the lessened physical dexterity of many aging persons by installing ramps, handrails, etc.

(6) To Be Effective, Library Programs and Services for the Aging Need To Take into Account the Individuality of the Aging

Most individuals over 65 prefer to think of themselves as adults rather than as members of a separate, older segment of the population. The aging, because of their wide

range of personal abilities, capabilities, and interests, are often similar only by their having attained a 65th birthday.

The tendency by libraries and other agencies to segregate this heterogeneous group of people from the remainder of the adult world is not beneficial, since many potential customers will reject such separation.

This implies that libraries must, in order to attract the aging person, provide programs and services which

- Stimulate the utilization and expression of the talents of individuals
- Provide a diversity of activities that will appeal to the varying interests and tastes of the aging.

* * * * *

This chapter has discussed the general characteristics of the aging population and their implications for libraries and librarians. The following three chapters describe findings regarding current library services to the aging.

IV. FINDINGS ON LIBRARY SERVICES TO THE AGING

IV. FINDINGS ON LIBRARY SERVICES TO THE AGING

This chapter describes services offered to the aging by libraries, the availability of such services, their current utilization and their potential utilization if services were more widely available. The information presented has been summarized from survey questionnaires, interviews, reports, and printed material.

1. THE SURVEY METHODOLOGY CLASSIFIED LIBRARY ACTIVITIES AND RESOURCES FOR THE AGING AS EXTENSION SERVICES, GROUP PROGRAMS, OR SPECIAL MATERIALS

As indicated in Chapter I, library activities and resources for the aging selected for examination in this study are offered:

- To the aging specifically
- To a general audience in which 50% or more of the participants are 65+

Not included are regular or routine services such as general circulation and reference services, special collection shelves, or book lists concerned with, or specifically for the aging.

Based on discussions with librarians and pretesting of the survey questionnaire instruments, it was concluded that it would be

useful for data collection and analysis to employ three broad classifications of the services and resources encompassed within the scope of this study.

(1) Extension Services Include Library Sponsored Activities That Increase Access to Materials for Those Who Cannot Conveniently Use Library Facilities Because of Mobility Barriers

Examples of extension services made available to the aging include:

- Delivery service to the institutionalized or homebound, such as:
  - Bookmobiles
  - Mailing of book lists and materials
  - Personal distribution of materials.
- Subbranches or deposit collections located in:
  - Senior citizen centers
  - Apartments for the aging
  - Nursing homes.

(2) Group Programs Include a Variety of Activities

This category includes library sponsored programs for groups conducted in library facilities or at outside locations.

Within the library, group programs include:

- Clubs
  - Senior citizens
  - Literary
  - Special interest
- Films and film programs
- Book talks
- Discussion groups
- Education or instructional programs.

Group programs for the aging conducted outside the library include:

- Dissemination of information of interest to the aging in:
  - Newspapers
  - Radio
  - Television.
- Activities such as those listed as available in the library:
  - Book talks
  - Discussion groups
  - Film service.

Group programs outside the library are usually offered in facilities such as:

- Senior citizen centers
- Nursing homes
- Geriatric residential units
- Churches
- Other institutions.

(3) Special Materials Include Materials and Adjunct Equipment for Those with Reading Handicaps

Special materials made available by libraries encompass a variety of materials and equipment including:

- Large-print books
- Talking books
  - Recordings
  - Tapes, cassette, and reel
- Magnifying equipment
- Page turners
- Projectors for use with conventional print
- Special reference collections.

There are no reported programs designed for the aging using only special materials. Many libraries, however, have special materials available to those handicapped by blindness or physical disability, many of whom are 65+.

2. PUBLIC LIBRARIES PROVIDE THE WIDEST RANGE OF SERVICES TO THE AGING

Among almost 7,000 public library systems in the United States, 390 were identified as likely providers of services to the aging within the scope and definition of this study. Responses were received from 266 of the 390 libraries. Of these, 244 contained usable data. It is assumed that the

responding libraries account for almost all of the survey services currently offered by public libraries. A complete list of all public libraries surveyed during the study is shown in Appendix G.

In many instances respondents gave rough estimates of numbers requested or misinterpreted some questions. Follow-up calls were made to validate questionable estimates and to reconcile the most obvious discrepancies where possible. Notwithstanding, it should be noted that service estimates are not exact and in some cases are likely to be overstated.

(1) Less Than 4% of the Nation's Public Library Systems Offer Services to the Aging Within the Scope and Definition of This Study

Among the nation's public libraries reporting services to the aging, 228 offer one or more services in the three categories under study. The number of aging using these services and the proportion of use among the three categories of service are set forth in Exhibit IV-1, following this page.

- Extension services account for about two-thirds of services rendered to the aging.
- Group programs represent about 20% of such services.

EXHIBIT IV-1
National Survey of Library Services to the Aging
USERS OF PUBLIC LIBRARY SERVICES TO THE AGING

Type of Service	Identified Number of 65+ Users	Percent of All Such Services Provided to the 65+
Extension Services	61,639	68.9%
Group Programs		
. In Library	6,970	7.8
. Outside Library	10,201	11.4
Special Materials*	10,685	11.9
Total	89,495	100.0%

* Does not include services of the Library of Congress, Division for the Blind and Physically Handicapped.

Source: Booz, Allen & Hamilton survey of public libraries

- Special materials regularly circulated account for about 12% of services provided for the aging.

- Total services among these three categories are provided to more than 89,000 individuals. It should be kept in mind, however, that some people may be users of two or more kinds of services.

This is not a complete listing of the number of aging persons served by libraries. Regular public library services offered to users in general such as circulation and reference services were purposely excluded from the scope of the study.

Services are available at the 244 libraries as follows:

- Extension services are offered by 86% of the libraries

- Group programs

  - Within the library--38%
  - Outside the library--40%

- Special materials are circulated by 82% of the libraries.

Of the three kinds of services, when combined the average number offered per library is 2.46.

(2) About Two-Thirds of Public Library Services to the Aging Involve Extension of Services to Users

As previously discussed, 211 public libraries have indicated that they provide extension services to about 64,300 persons 65+ in the United States.

- About 3.0% of the nation's public libraries offer this service.
- Roughly 0.3% of those 65+ in the United States regularly use this service.

The number of users of extension services among the five largest providers are shown in Exhibit IV-2, following this page.

- The largest identified provider is the Cleveland Public Library with approximately 3,100 regular users.
- The Newton Free Library (Massachusetts) provides the largest volume of service in comparison with the 65+ population in its service area (about 22%).
- Among the five largest providers, the average percentage of 65+ users to total 65+ residents is about 8%.
- Although urban libraries predominate, libraries in all types of residential areas are represented.
  - Urban libraries--Cleveland, Fresno, and Springfield
  - Suburban library--Newton
  - Rural library--Rome
- The suburban and rural libraries serve the largest percentage of 65+ residents.

EXHIBIT IV-2
National Survey of Library Services to the Aging
THE FIVE PUBLIC LIBRARIES SERVING
THE LARGEST NUMBER OF AGING
THROUGH EXTENSION SERVICES

Library	65+ Population	65+ Served Through Extension	Percent of 65+ in Service Area Served Through Extension
Cleveland Public Library, Cleveland, Ohio	79,463	3,080	3.9%
Tri-County Regional Library Rome, Georgia	12,405	2,622	21.1
Fresno County Free Library, Fresno, California	37,350	2,500	6.7
Newton Free Library Newton, Massachusetts	11,430	2,500	21.9
Lincoln Library Springfield, Illinois	12,220	1,406	11.5
Total	152,868	12,108	7.9%

Source: Booz, Allen & Hamilton survey of public libraries.

(3) Group Programs Account for About One-Fourth of Public Library Services to the Aging

Among reporting libraries, 139 libraries offer group programs to the aging. There are about 20,300 users among the aging. Although the number of services is approximately evenly divided between offerings of programs within and outside of the libraries' facilities, the volume of services used outside the library is about double that of services offered on premises.

- About 2.0% of all public libraries offer these services.
- Roughly 0.1% of the aging in the United States use this service.

Information on these programs among the five largest public library providers is presented in Exhibit IV-3, following this page.

- The Seattle Public Library is the largest provider of these services with about 2,000 participants.
- The largest proportion of services to the aging in its service area is rendered by the Harrisburg Public Library with about 4% of those 65+ participating.
- Among the five libraries, the average proportion of aging served is about 1%.

EXHIBIT IV-3
National Survey of Library Services to the Aging
SURVEY RESULTS
THE FIVE PUBLIC LIBRARIES SERVING
THE LARGEST NUMBER OF AGING
THROUGH GROUP PROGRAMS

Library	65+ Population	65+ Served in Group Programs		Total	Percentage of 65+ Population Served by Group Program
		In	Out		
Seattle Public Library Seattle, Washington	69,538	2,000	0	2,000	2.9%
Free Library of Philadelphia Philadelphia, Pennsylvania	469,175	560	896	1,456	0.3
Volusia County Public Library Daytona Beach, Florida	37,520	0	1,320	1,320	3.5
Akron Public Library Akron, Ohio	45,000	400	700	1,100	2.4
Harrisburg Public Library Harrisburg, Pennsylvania	25,517	20	1,000	1,020	4.0
Total	646,750	2,980	3,916	6,896	1.1%

- Four of the five largest providers are urban libraries.

- The suburban library, however, has the highest proportion of users of group services among the aging.

(4) Circulation of Special Materials Accounts for the Smallest Volume of Services Offered to the Aging by Public Libraries

Although 200 public libraries, or 2.8% of those in the United States, offer special materials for the aging only about 12,000 regular users were identified.

This is not surprising considering that the Library of Congress Division for the Blind and Physically Handicapped distributes special materials to about 125,000 aging individuals. In total these two providers serve about 137,000 handicapped persons 65+. About 0.7% of the aging are served by these providers.

In many cases, public libraries supplement the resources of the Division for the Blind and Physically Handicapped.

3. GEOGRAPHIC DISTRIBUTION OF LIBRARY SERVICES DOES NOT CORRESPOND CLOSELY WITH THE DISTRIBUTION OF THE 65+ POPULATION

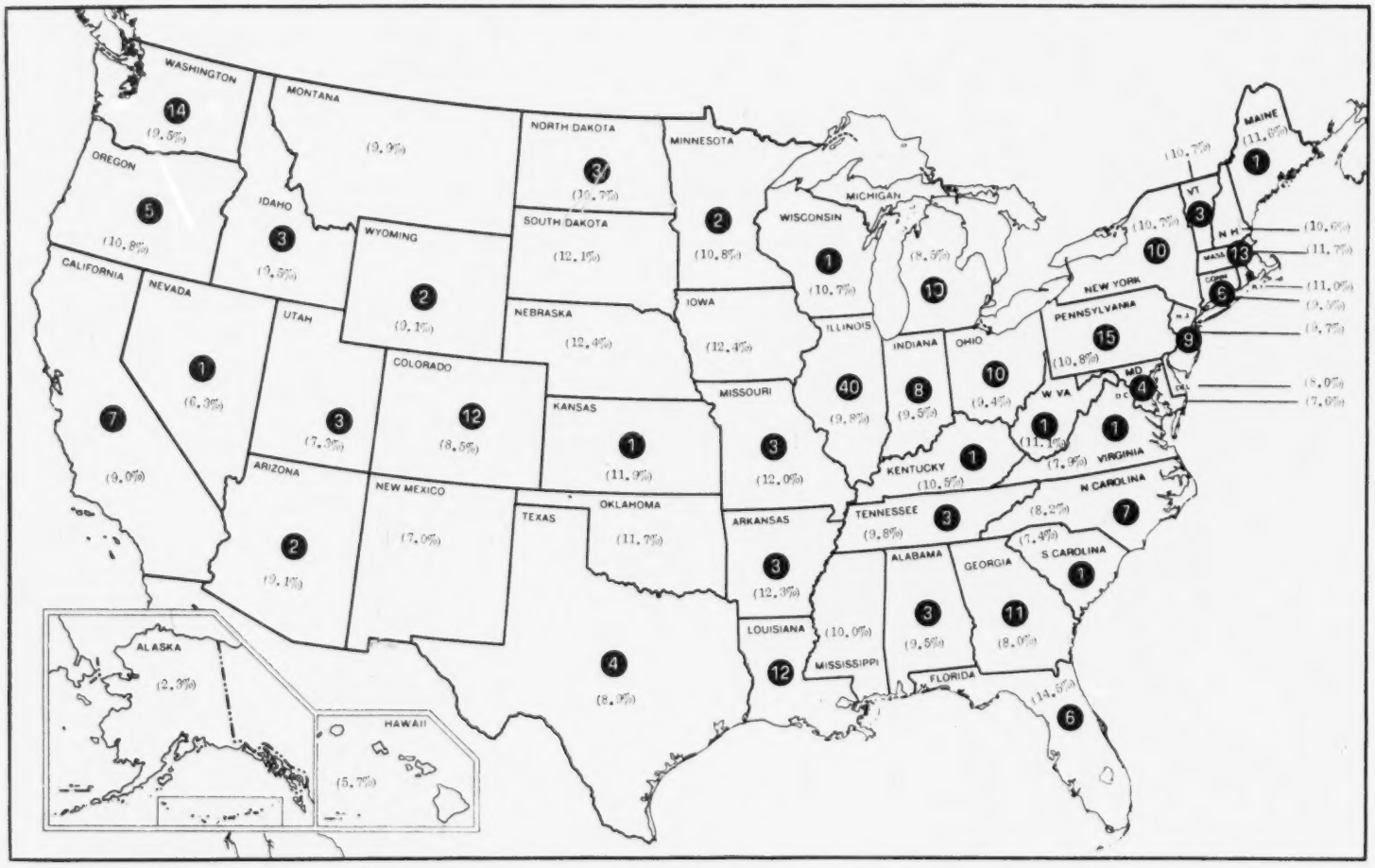
The geographic distribution of public libraries identified as providers of services to the aging is shown graphically in Exhibit IV-4, following this page.

(1) There Is No Correlation Between Geographic Concentration of the Aging and the Number of Providers of Services for This Group Among the States

The number of public libraries offering such services together with the 65+ population in each state are shown in Exhibit IV-5, following Exhibit IV-4.

- For the United States as a whole, there are an average of only 1.2 public library service providers per 100,000 population 65+ in each state.
- In 26 states, there are more libraries per 100,000 aging than the national average. These states are about evenly distributed on an east-to-west basis.
- Colorado with 12 library providers and a 65+ population of 187,891 has the highest ratio at 6.9.

EXHIBIT IV-4
National Survey of Library Services to the Aging
GEOGRAPHIC DISTRIBUTION OF PUBLIC
LIBRARIES OFFERING SERVICES TO THE AGING
1971



Legend: Circles indicate number of public library responses in each state
Numbers in parenthesis indicate the percentage of the state population 65+
Source: Booz, Allen & Hamilton survey of public libraries

EXHIBIT IV-5 (1)

National Survey of Library Services to the Aging

RELATIVE AVAILABILITY OF PUBLIC LIBRARIES OFFERING SERVICES TO THE AGING POPULATION BY STATE

1970

State	Public Libraries With Services to Aging	65+ Population	Public Libraries Offering Services per 100,000 65+ Population
Alabama	3	325,727	0.9
Alaska	0	6,887	0.0
Arizona	2	161,474	1.2
Arkansas	3	237,201	1.3
California	7	1,800,977	0.4
Colorado	12	187,891	6.9
Connecticut	6	288,908	2.1
Delaware	0	43,833	0.0
Florida	6	985,690	0.6
Georgia	11	367,371	3.0
Hawaii	0	44,116	0.0
Idaho	3	67,776	4.5
Illinois	40	1,093,654	3.7
Indiana	8	493,809	1.6
Iowa	0	350,293	0.0
Kansas	1	266,201	0.4
Kentucky	1	336,588	0.3
Louisiana	12	306,725	3.9
Maine	1	114,592	0.9
Maryland	4	299,697	1.3
Massachusetts	13	636,185	2.0
Michigan	10	752,955	1.3
Minnesota	2	408,919	0.5
Mississippi	0	222,320	0.0
Missouri	3	560,656	0.5
Montana	0	68,736	0.0
Nebraska	0	183,526	0.0
Nevada	1	30,968	3.2
New Hampshire	0	78,412	0.0
New Jersey	9	696,989	1.3
New Mexico	0	70,611	0.0
New York	10	1,954,427	0.5
North Carolina	7	414,094	1.7
North Dakota	3	66,368	4.5
Ohio	10	997,694	1.0
Oklahoma	0	298,822	0.0
Oregon	5	226,799	2.2
Pennsylvania	15	1,272,126	1.2
Rhode Island	2	103,932	1.9
South Carolina	1	190,960	0.5
South Dakota	0	80,484	0.0

EXHIBIT IV-5 (2)

State	Public Libraries With Services to Aging	65+ Population	Public Libraries Offering Services per 100,000 65+ Population
Tennessee	3	383,017	0.8
Texas	4	990,368	0.4
Utah	3	77,561	3.9
Vermont	3	47,488	6.4
Virginia	1	365,712	0.3
Washington	14	322,061	4.3
West Virginia	1	194,120	0.5
Wisconsin	1	472,865	0.2
Wyoming	2	30,204	6.7
District of Columbia	1	70,803	1.4
Total	244	20,049,592	1.2

Source: Bureau of the Census (PC(V2)-1 and Booz, Allen & Hamilton survey of public libraries.

- Eleven states have no identified library services to the aging.

- Among 22 states that have more than 10% of their residents among the aging, the ratio is 0.8 or only two-thirds the national average. These states account for 45% of the nation's aging population.

(2) Over Half of the Public Libraries Offering Services to the Aging Are Located in Urban Areas

The U.S. Census Bureau has developed definitions for central city, urban, and rural areas. It was found that for the purposes of this study these definitions did not sufficiently describe the characteristics of library services areas. Instead of using these definitions, reporting libraries were asked to estimate the percentages of their service area populations that should be classified as urban, suburban, or rural. While these classifications are subjective, it is felt that local libraries are better able to assess the nature of their local service area.

The number of public libraries in each kind of residential setting is summarized in Exhibit IV-6, following this page.

- Of the classified libraries offering services to the aging, 57% are located in predominantly urban areas with about 33% of the aging population.

EXHIBIT IV-C (1)
National Survey of Library Services
to the Aging
NUMBER OF PUBLIC LIBRARIES
OFFERING SERVICES TO THE AGING
BY TYPE OF RESIDENTIAL AREA

State	Number of Public Libraries Whose Service Area Is Predominantly: Urban	Suburban	Rural	Unclassified	Total
Alabama	2	1	0	0	3
Alaska	0	0	0	0	0
Arizona	2	0	0	0	2
Arkansas	2	0	0	1	3
California	5	2	0	0	7
Colorado	6	1	2	3	12
Connecticut	3	3	0	0	6
Delaware	0	0	0	0	0
Florida	3	3	0	0	6
Georgia	2	1	7	1	11
Hawaii	0	0	0	0	0
Idaho	3	0	0	0	3
Illinois	21	12	3	4	40
Indiana	6	0	0	2	8
Iowa	0	0	0	0	0
Kansas	1	0	0	0	1
Kentucky	1	0	0	0	1
Louisiana	4	1	5	2	12
Maine	0	0	1	0	1
Maryland	1	2	1	0	4
Massachusetts	5	8	0	0	13
Michigan	4	3	2	1	10
Minnesota	1	1	0	0	2
Mississippi	0	0	0	0	0
Missouri	2	0	1	0	3
Montana	0	0	0	0	0
Nebraska	0	0	0	0	0
Nevada	1	0	0	0	1
New Hampshire	0	0	0	0	0
New Jersey	3	5	0	1	9
New Mexico	0	0	0	0	0
New York	6	3	0	1	10
North Carolina	1	1	4	1	7
North Dakota	2	0	1	0	3
Ohio	4	3	2	1	10
Oklahoma	0	0	0	0	0
Oregon	4	0	0	1	5
Pennsylvania	9	1	4	1	15
Rhode Island	1	1	0	0	2
South Carolina	1	0	0	0	1
South Dakota	0	0	0	0	0

State	Number of Public Libraries Whose Service Area Is Predominantly: Urban	Suburban	Rural	Unclassified	Total
Tennessee	1	1	1	0	3
Texas	2	0	0	2	4
Utah	2	0	0	1	3
Vermont	2	0	1	0	3
Virginia	0	1	0	0	1
Washington	10	2	2	0	14
West Virginia	0	1	0	0	1
Wisconsin	1	0	0	0	1
Wyoming	2	0	0	0	2
District of Columbia	1	0	0	0	1
Total	127	57	37	23	244

Source: Booz, Allen & Hamilton survey of public libraries.

- Of these libraries, 26% are in predominantly suburban locations with about 28% of the aging.
- Only 17% are in rural areas with about 39% of the aging.
- Of the responses, 10% were unclassified.

4. ALTHOUGH ALL TYPES OF SERVICE APPEAR TO BE IN SHORT SUPPLY, UNMET DEMAND FOR EXTENSION SERVICES IS GREATEST

Availability of each kind of service to the aging and the percentage of users among the 65+ are shown in Exhibit IV-7, following this page. Although the numbers of public library providers offering each kind of service are almost equal, volumes of each kind of service provided vary considerably.

- The proportion of those served by extension services, however, is about three times as great as for group programs offered by public libraries.
- This appears to indicate that professional librarians have chosen this service for priority in committing their scarce resources.

(1) Bench-Mark Indicators of Demand for Services to the Aging Suggest That Utilization of Extension Services Is About Double That of the Other Two Kinds of Services

Utilization by aging populations in the service areas of public libraries was compared, in order to assess the potential demand for services where they were generally available.

EXHIBIT IV-7
National Survey of Library Services to the Aging
AVAILABILITY OF LIBRARY SERVICES
TO THE AGING BY TYPE OF SERVICE

Type Program or Service	Number of Public Libraries Indicating Program or Service Providers	Percent of United States Public Libraries Identified as Offering the Service	Percent of Users Among United States Aging
Extension Services	211	3.0%	0.3%
Group Programs	190	2.7	0.1
Special Resources	200	2.8	0.7*

* Includes services by the Division for the Blind and Physically Handicapped through 50 regional libraries.

Source: Booz, Allen & Hamilton survey of public libraries.

To provide a measure of potential demand that would be comparable among the three classifications of library services and to most effectively use the data obtained from librarians, volume for each kind of service is expressed in terms of the number of regular users. Comparative use rates are expressed in terms of the percentage of the 65+ population in each public library's service area who regularly use the services evaluated.

These bench-mark indicators were developed by first identifying the libraries in each kind of residential setting that have obtained the highest use rates among their aging population. The five highest use rates for each classification of service in each kind of residential setting were averaged to estimate the maximum potential demand for each kind of service in each type of setting.

It should be clearly understood that this methodology has many limitations, and the use rates presented should be considered only as rough estimates. For example, this approach assumes that libraries with the highest use rates are providing services to all among their aging populations who desire these services. In addition, no consideration was given to particular organization, staffing, and methods of delivery used by the libraries, which may affect the volume of users of their services.

The average utilization rate of each type of service by the aging for the public libraries with the highest rates of utilization in each kind of residential setting are summarized in Exhibit IV-8, following this page. The arithmetic average for the three types of residential settings is:

- Extension services--20%
- Group programs--11%
- Special materials--10%

Since these are averages of utilization rates among the public libraries that provide the most service to their aging populations, these estimates might be considered likely to represent the maximum rates that can be attained under the most ideal circumstances. It should also be kept in mind that these rates are based on estimates by the providers of these services and as such may be somewhat inflated.

(2) Based on Maximum Estimated Use Rates, Unmet Demand Is Highest for Extension Services

Estimates of maximum potential demand for library services to the aging throughout the entire United States are presented in Exhibit IV-9, following Exhibit IV-8.

- The largest estimated potential demand is for extension services. Potential users for each service are:

EXHIBIT IV-8
National Survey of Library Services to the Aging
AVERAGE USE RATES FOR LIBRARY SERVICES TO THE
AGING AMONG PUBLIC LIBRARIES
WITH HIGHEST USE

	Use Rate			
	Average of Public Libraries With Highest Use by Aging			Arithmetic
	Urban	Suburban	Rural	Average
Extension Services	25%	13%	21%	20%
Group Programs	6%	12%	14%	11%
Special Materials	21%	3%	7%	10%

Source: Booz, Allen & Hamilton survey of public libraries.

EXHIBIT IV-9
National Survey of Library Services to the Aging
ESTIMATED MAXIMUM POTENTIAL DEMAND FOR LIBRARY SERVICES IF AVAILABLE IN ACCORDANCE WITH POPULATION DISTRIBUTION

	Maximum Average Use Rate by the Aging	Aging In U.S.	Potential Maximum Demand by Aging In U.S.	Actual Number of Aging Served In U.S.	Percentage of Potential Demand Met	Maximum Unmet Potential Demand
Extension Services	20%	20,050,000	4,010,000	63,600	0.2%	3,946,400
Group Program	11%	20,050,000	2,205,500	19,600	0.9%	2,185,900
Special Materials	10%	20,050,000	2,005,000*	137,000*	6.8%*	1,986,800

*Includes 125,000 users serviced by the Division for the Blind and Physically Handicapped. The estimate for potential maximum demand is based only on user records and not upon estimates of physically eligible aging persons as shown in Exhibit IV-11 , following page IV-18.

Source: Booz, Allen & Hamilton estimate.

- Extension services--4,010,000
- Group programs-- 2,205,500
- Special materials-- 2,005,000.

. The largest estimated percentage of potential demand met is for special materials:

- Extension services--0.2%
- Group programs-- 0.9%
- Special materials-- 6.8%

. The largest estimated unmet potential demand is for extension services. Estimated potential users not now receiving services are:

- Extension services--3,946,400
- Group programs-- 2,185,900
- Special materials-- 1,868,000.

. While all services appear to be in short supply relative to demand, extension services are in shortest supply.

5. A NUMBER OF OTHER ORGANIZATIONS PROVIDE OR SUPPORT LIBRARY SERVICES TO THE AGING

Most of the library services to the aging provided by public libraries are similarly provided by libraries in some federal, state, and other institutions. The Library of Congress distributes special materials. Some state library agencies support services through consultation activities.

(1) Institutional Libraries Generally Offer Bedside Book Circulation and Group Activity Services to Their Patients

Public libraries are the major providers of library services in institutions such as hospitals, nursing homes, and other institutions. When library services are provided by the institutions themselves, they usually include:

- Book cart service to patient wards and bedsides
- Distribution of talking books and large-print publications
- Group services such as discussion groups and reading aloud.

The small sample of institutional libraries is due both to the difficulty in identifying institutional libraries which provide services to the aging and lower response from those which were identified.

Except where funds are relatively plentiful, the services of state-supported institutional libraries are provided by an average of one paid staff member. In contrast, the libraries at reporting Veterans Administration Centers have an average of 3.11 paid library staff members with an average annual salary of $10,471. (The average salary at nine reporting state-operated institutional libraries is $5,948.)

Generally, the agency that operates the institution also funds its library services. However, some state libraries either contract with local public libraries for services at individual institutions or make LSCA funds available for the operation of library services. Average annual expenditures per resident for library services at participating federal and state institutions are:

- Veterans Administration Domiciliary--$23.47
- State Institution--$7.81.

The availability of resources varies among institutional libraries.

- Library service is heavily personalized. Since users at long-term care institutions become regular clients, they receive individual service on a one-to-one basis from librarians who come to know their reading abilities and preferences.
- Veterans Administration domiciliaries provide more comprehensive and better funded library services to the aging than state-operated institutions. Other institutions, in general, appear to be constrained by lower funding levels.

Survey results among institutional libraries are summarized in Exhibit IV-10, following this page.

Based on a rough estimate of approximately 10%* library users among the general population and an estimate of 1,075,000 institutionalized aging, there is a potential demand for library material circulation among this group of about 107,500 individuals.

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*Berelson, Bernard, The Library's Public, Columbia University Press, New York, 1949.

EXHIBIT IV-10

National Survey of Library Services to the Aging
SUMMARY OF AVERAGE INSTITUTIONAL LIBRARY SURVEY
STAFF AND BUDGETED EXPENSES

	Average Number of 65+ Residents per Institution	Average 65+ as a Percent of Total Residents	Average Full-Time Employees	Average Full-Time Equivalent Volunteers	65+ Resident Volunteers	Average Budget for Library Service of All Types per Institution	Average Expense per Resident
Veterans Administration Centers (9 responses)	467	33.5%	3.11	6.83	4.0	$32,710	$23.47
State Institutions (14 responses)	341	48.9%	1.00	0.86	0.86	$ 5,441	$ 7.81

Source: Booz, Allen & Hamilton survey of federal and state institutional libraries.

(2) The Library of Congress, Division for the Blind and Physically Handicapped Makes Special Materials Available to Approximately 250,000 Persons of All Ages Through 50 Regional Libraries

Approximately 250,000 people of all ages are served through this agency. A 1969 survey* concluded that 43% of the persons using the special materials provided by the Division for the Blind and Physically Handicapped were 65+. Although the division does not maintain records on the age of its users, the Chief of the Division estimates that 50% of current users are 65+.

Criteria for use of the service are not a function of age. Current regulations require certification that a recipient be either visually or physically impaired. The aging constitute a large proportion of the group meeting this criteria. Based on 50% of identified users, about 125,000 or 0.6% of those 65+ use these resources.

The number of people 65+ in the United States who are eligible to use these resources is shown in Exhibit IV-11, following this page.

- Of 2,538,366 physically impaired among the aging about 125,000 actually use special materials.
- This indicates that only about 5% of the eligible physically impaired among the aging in the United States actually use these resources.
- The low rate of utilization is probably due to:

*A Survey of Reader Characteristics, Reading Interests, and Equipment Preferences: A Study of Circulation Systems in Selected Regional Libraries, Nelson Associates, Inc., New York, New York, April 1969.

EXHIBIT IV-11

National Survey of Library Services to the Aging

ESTIMATED NUMBER OF 65+ PERSONS IN THE UNITED STATES ELIGIBLE FOR SERVICE THROUGH THE LIBRARY OF OF CONGRESS DIVISION FOR THE BLIND AND PHYSICALLY HANDICAPPED

Impairment	Estimated Number of 65+ Persons Impaired
Severe visual impairment	1,036,652
Paralysis	282,699
Absence of extremities	539,334
Problems with upper extremity and shoulder	679,681
Estimated Total Number of 65+ Persons Eligible	2,538,366

Source: Prevalence of Selected Impairments, July 1963-June 1965, U.S. Department of Health, Education, and Welfare, Public Health Service

- Lack of interest by eligible aging persons.

- Lack of information and publicity regarding the service and the recent liberalization of eligibility requirements.

- Materials which do not fully meet the needs of the disabled, i.e., those with hearing disabilities.

(3) State Library Agencies Perform Important Activities for the Promotion and Support of Library Services to the Aging, Although They Do Not Generally Provide Direct Services to the Aging

State library agencies ranked the most important activities they perform for the promotion and support of library services to the aging at public and institutional libraries under their jurisdiction. The following activities were ranked highest:

. Provision of funds
. Consultative services
. Staff development and training.

Direct services offered by state library agencies include bookmobile service, and in some cases, mail distribution of materials for the Blind and Physically Handicapped Service. Some state agencies also operate institutional libraries.

. Bookmobiles are usually operated in rural areas that would be otherwise unserved. General service is offered to all readers rather than specific service for the aging. None of the state agencies cited a specific instance of direct library service programmed and offered exclusively to the aging.

- Funds from the LSCA that are used for library services to the aging are allocated by state library agencies.

- State library agencies do not routinely offer staff development or training programs for service to the aging, although several (Massachusetts, Arkansas, Vermont, Idaho, New York, and New Jersey) have sent members of their staffs to at least one training session of this type.

- Among state library agencies, 20 have a staff member with some specific responsibility, full- or part-time, for assistance or consultation to providers of library services to the aging. The average state participating in this survey allocates about one-quarter of one full-time equivalent employee for discharge of this responsibility.

- The number of state library agency staff members working in services for the aging varies considerably. On the average, these agencies are estimated to devote a maximum of less than 1% of their available time to all aspects of library service to the aging.

State library agencies were asked to rank the major age groupings of library users according to their priority for program development. The results are summarized in Exhibit IV-12, following this page.

- Adults were ranked highest with first priority assigned by 50% of the agencies.

- Children were ranked second or first by 64%.

- Young adults were ranked third or higher by 95%.

- The aging received the lowest priority rank from 68%.

EXHIBIT IV-12
National Survey of Library Services to the Aging
RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT BY
STATE LIBRARIES

Age Group	First Priority	Second Priority	Third Priority	Fourth Priority
Children (6-12)	41%	23%	18%	18%
Young People (13-20)	9	36	50	5
Adults (21-64)	50	14	27	9
Aging (65+)	0	27	5	68
Totals	100%	100%	100%	100%

Source: Booz, Allen & Hamilton survey of state libraries.

- None of the agencies ranked the aging as their first priority; however, 27% gave the aging second priority.

* * * * *

This chapter has presented information concerning library services to the aging, their extent, and estimates of the potential demand for such services if they were more widely available. Chapter V identifies financial support for library services to the aging.

V. FINDINGS ON FINANCING LIBRARY SERVICES TO THE AGING

V. FINDINGS ON FINANCING LIBRARY SERVICES TO THE AGING

Financial support has been identified in this study as a major prerequisite to developing and operating library services to the aging. Trained personnel, materials, and other necessary components of programs can generally be made available to most libraries if sufficient funding is allocated.

This chapter discusses the sources and uses of funds spent for library services to the aging over the past ten years. In every instance no significant funding occurred prior to 1966. In addition, examples of the operating costs for the three major types of services discussed in Chapter IV are examined and compared.

1. FUNDS USED TO DEVELOP AND OPERATE LIBRARY SERVICES TO THE AGING HAVE BEEN OBTAINED FROM FEDERAL, STATE, LOCAL, AND PRIVATE SOURCES

The key factors required to obtain external funding for the development of a library service to the aging are:

- Demonstrated need or development of imaginative concepts which attract support from allocating agencies
- High relative priority for serving the designated recipients on the part of allocating agencies.

Funds from many sources have been available in the past. The individual priorities established by librarians for serving the aging appear to be the greatest constraints on developing or increasing services.

(1) Federal Funds for Library Services to the Aging Are Currently Obtained from at Least Seven Separate Sources Within the Executive Branch

The total amount of federal funds from all sources in direct support of library services to the aging since 1961 is approximately $2.35 million. This represents 59% of funds used for services to the aging.

1. Library Services and Construction Act (LSCA)

Funds from this source have provided about $1.1 million for support of services to the aging at public and institutional libraries since 1966. Not included are funds allocated for the Library of Congress Division for the Blind and Physically Handicapped.

- Of a total of over $312 million LSCA funds expended, $1.1 million represents about 0.3%.
- LSCA grants for projects for the aging that have been identified in this study are listed in Exhibit V-1, following this page.

EXHIBIT V-1 (1)
National Survey of Library Services to the Aging
LIBRARY SERVICES AND CONSTRUCTION ACT GRANTS FOR SERVICES TO THE AGING
1967 TO 1971

Name and location of Grant Recipients	1967	1968	1969	1970	1971	Total Dollar Value of Grant
Alabama						
Huntsville-Madison County Public Library, Huntsville (sub-regional library)		$ 6,000	$ 6,000	$ 4,500	$ 7,000	$ 23,500
Arkansas						
Arkansas River Valley Regional Library, Dardanelle				3,360		3,360
North Arkansas Regional Library, Harrison						-
White River Regional Library, Batesville						-
Pulaski-Perry County Library, Little Rock						-
California						
Los Angeles Public Library, Los Angeles			5,700			120,517
San Francisco Public Library, San Francisco				15,000	20,000	35,000
San Jose Public Library, San Jose						76,970
Colorado						
Colorado State Hospital--Geriatrics Ward, Pueblo						-
Delaware						
Governor Bacon Health Center, Delaware City						3,000
Delaware Home and Hospital, Smyrna						6,500
Florida						
Volusia County Public Library, Daytona Beach				14,772		14,772
Tampa Public Library, Tampa						-
Palmetto Public Library, Palmetto						-
Jacksonville Public Library, Jacksonville						-
Osceola Public Library, Osceola						-
Georgia						
Georgia Rehabilitation Center, Warm Springs				2,400		2,400
Satilla Regional Library, Douglas						-
Oconee Regional Library, Dublin						-
Lake Blackshear Regional Library, Americus					3,600	3,600
Northeast Georgia Regional Library, Clarksville						500
Tri-County Regional Library, Rome						-
Hawaii						
Kula Sanatorium, Maui				3,296		3,296
Maluhie Hospital, Oahu					575	575

EXHIBIT V-1 (2)

Name and Location of Grant Recipients	1967	1968	1969	1970	1971	Total Dollar Value of Grant
Idaho						
State Library--Centralized institutionalized services				$14,752		$ 14,752
--Contract for library programs				3,000		3,000
Boise Public Library, Boise				2,000		2,000
Sandpoint Public Library, Sandpoint				2,000		2,000
Illinois						
Illinois Soldiers and Sailors Home, Quincy						215
Indiana						
Evansville Public and Vanderberg County Regional Library, Evansville						10,000
State Library--Geriatric films						9,000
--Grants to seven libraries to expand services to aged					235,500	15,500
Peru Public Library--Miami County Library, Peru						-
Elkhart Public Library, Elkhart						-
Bartholomew County Library, Columbus						6,622
Iowa						
Iowa Soldiers Home						-
Kentucky						
Kentucky and Central State Hospitals						942
Maine						
Cary Library, Holton					15,000	15,000
Maryland						
State Library--Improvement of deposit collections in nursing homes						29,500
Massachusetts						
Needham Public Library, Needham		$ 5,400				5,400
Lynn Public Library, Lynn		12,100				12,100
Thomas Crane Public Library, Quincy						1,500
Hyannis Public Library, Hyannis						5,800
Millis Public Library, Millis					4,000	4,000
Gale Free Library, Holden		3,665				3,665
Boston Public Library, Boston				38,200		38,200
Melrose Public Library, Melrose						2,115
Pittsfield Public Library, Pittsfield						-
Westborough State Hospital, Westborough						3,000
Tewksbury State Hospital, Tewksbury						7,500
Forbes Library, Northampton		11,650				11,650
Missouri						
Daniel Boone Regional Library, Columbia						-
St. Louis Public Library, St. Louis	$53,310	45,077	$45,000	53,600	43,238	240,225
Nebraska						
State Library--Improve library service in homes				4,150	7,729	11,879
New Mexico						
Meadows Home, Las Vegas		340				340

Name and Location of Grant Recipients	1967	1968	1969	1970	1971	Total Dollar Value of Grant
New York						
Brooklyn Public Library, Brooklyn						$ 139,517
North Carolina						
State Library--WATS line (annual charge)					$ 6,348	6,348
North Dakota						
Dickinson Public Library, Dickinson					500	500
Minot Public Library, Minot						-
Northeast Dakota Bookmobile, Grafton						3,136
Ohio						
Cincinnati Public Library, Cincinnati			$63,888			63,888
Akron Public Library, Akron						-
Troy-Miami County Library, Troy						-
Lake County Library, Painesville						-
Pennsylvania						
Carnegie Library of Pittsburgh, Pittsburgh						450
Rhode Island						
Rhode Island Veterans Home, Bristol					1,850	1,850
Dr. V. E. Zambarano Memorial Hospital, Wallum Lake					1,850	1,850
Tennessee						
State Library--Stops for bookmobiles						
Vermont						
Waterbury Public Library, Waterbury				$ 4,000		4,000
Brooks Memorial Library, Brattleboro				4,000		4,000
Bennington Free Library, Bennington					2,000	2,000
Vermont Soldiers Home						350
State Library--Service to blind/handicapped not served by DP & PH		$ 2,184	2,135	12,880	9,530	26,729
--Service to Chittendon County libraries for aging services					3,000	3,000
Washington						
Spokane Public Library, Spokane						
West Virginia						
Methodist Home, Princeton						-
Elkins Senior Center, Elkins						-
State Library--Grant to state hospitals (3)						600
Wisconsin						
State Library--Administration				9,250		9,250

EXHIBIT V-1 (4)

Name and location of Grant Recipients	1967	1968	1969	1970	1971	Total Dollar Value of Grant
Wyoming						
State Library--Service to nursing homes and handicapped				$25,025	$22,244	$ 47,269
Virgin Islands						
Service to institutions				7,907		14,853
Total						$1,115,903

* No funding identified prior to 1967.

Note: Does not include grants for Blind and Physically Handicapped service of Library of Congress for maintenance of state distribution. May include grants to sub-regional libraries. Includes grants to state agencies, institutions, and public libraries.

Source: State library questionnaires, public library questionnaires, LSCA regional program officer questionnaires, and file search at Bureau of Libraries and Educational Technology, U. S. Office of Education, in Washington, D. C.

- LSCA funds are distributed to states according to a per capita formula based upon population plus a small fixed amount.

- States are required to develop broad plans for the use of these funds and report their use to federal authorities. It appears, however, that state library agencies essentially have full discretion over their specific allocation to libraries and for individual services, and that reporting processes are not followed. The result is that federal authorities appear to have little actual control over the utilization of LSCA funds under the present system.

- The use of LSCA funds has benefited the aging in several other ways, such as:

  - Support for the Library of Congress Division for the Blind and Physically Handicapped's (DB&PH) services at the state level, as shown in Exhibit V-2, following this page.

  - Improvement of general services in the areas where library services have been marginal.

  - Funding for shut-in and other extension services which benefit all users, including large numbers of the aging.

2. The Older Americans Act

This source has provided over $350,000 for library programs benefiting the aging since 1967 as shown in Exhibit V-3, following Exhibit V-2. This represents

EXHIBIT V-2 (1)
National Survey of Library Services to the Aging
LSCA GRANTS FOR AGING-DB&PH SERVICES ONLY
1967-1971

State	Aging Less Than 50% of Users*	Aging More Than 50% of Users*	1967	1968	1969	1970	1971
Alabama	25,251 (45%)					$ 25,251	
Alaska							
Arizona		$ 10,150 (65%)				10,150	
Arkansas		25,138 (50%)				25,138	
California							
Colorado							
Connecticut	50,390 (45%)					25,195	$ 25,195
Delaware							
Florida	1,900 (45%)					1,900	
Georgia		62,221 (70%)		$23,750		19,167	19,304
Hawaii							
Idaho		36,902 (75%)				16,451	20,451
Illinois							
Indiana		88,516 (50%)		23,750	$14,994	24,413	25,359
Iowa							
Kansas							
Kentucky		6,431 (50%)				2,777	3,654
Louisiana		50,502 (50%)				25,251	25,251
Maine							
Maryland		50,478 (50%)				25,239	25,239
Massachusetts							
Michigan		7,000**					7,000
Minnesota		25,263 (68%)					25,263
Mississippi	36,362 (40%)					12,694	23,668
Missouri							
Montana		49,954 (51%)				25,052	24,902
Nebraska							
Nevada		29,463 (80%)		6,904	4,759	8,611	9,189
New Hampshire		50,094 (50%)				25,047	25,047
New Jersey							
New Mexico							
New York							
North Carolina	50,029 (45%)			1,640	6,142	23,811	18,436
North Dakota							
Ohio		50,358 (60%)				25,179	25,179
Oklahoma		25,136 (75%)					25,136
Oregon							
Pennsylvania							
Rhode Island							
South Carolina							
South Dakota		25,052 (60%)				25,052	

State	Aging Less Than 50% of Users*	Aging More Than 50% of Users*	1967	1968	1969	1970	1971
Tennessee		$ 63,375 (68%)				$ 38,100	$ 25,275
Texas		73,966 (50%)			$25,032	23,737	25,137
Utah	24,105 (45%)						24,105
Vermont		6,000 (90%)				3,000	3,000
Virginia							
Washington							
West Virginia							
Wisconsin		13,200 (70%)				13,200	
Wyoming							
District of Columbia							
	188,037	$749,139		$56,044	$50,927	$424,415	$405,790

* Percentage of aging serviced by program in each state is indicated in parenthesis.

** Grant to Wayne County Federated Library System, exact percentage of 65+ is not known, but was indicated as being greater than 50% on questionnaire.

Note: A survey of those served by the Division for the Blind and Physically Handicapped taken in 1969 indicated that 43% were 65+. Many states have noted that the users served by their facilities are primarily 65+.

EXHIBIT V-3
National Survey of Library Services to the Aging
OLDER AMERICANS ACT GRANTS FOR LIBRARY SERVICES TO THE AGING BY PUBLIC LIBRARIES
1967 TO 1971*

Location of Public Library	Title of Grant	Amount of Older Americans Act Grant (Fiscal Year)					
		1967	1968	1969	1970	1971	Total
Columbia, Missouri	Library Services to the Aging	-	-	$18,911	$12,275	$ 9,949	$41,135
Baton Rouge, Lousiana	Library Services for Elderly	$ 8,770	-	-	-	-	8,770
Poughkeepsie, N. Y.	Literary Social Circle	2,973	$ 1,427	2,755	-	-	7,155
Sidney, Ohio	Large Print Books	2,030	1,158	-	-	-	3,188
Tacoma, Washington	Library Services to Nursing Homes	9,484	-	11,485	9,477	-	30,446
Milwaukee, Wisc.	Library Services to Aging	66,901	21,665	20,533	-	-	109,099
Flagstaff, Arizona	Library Services for Older Americans	-	-	5,686	5,241	4,140	15,067
Newport, New Hampshire	The Aging in Sullivan County (TASC)	-	-	-	-	15,000	15,000
Orleans County, Vermont	Vermont Library Aides Demonstration Project	26,221	-	-	22,312	29,416	77,949
Total							$307,809

* No funding identified prior to 1967.

Note: Galveston, Texas received a grant of $19,868 starting in October 1971 (fiscal 1972) for library services to the aging.

Source: Administration on Aging records.

about 0.32% of the $110 million total expended during that period.

- Nine projects for direct service to the aging were sponsored at a total cost of $307,809.

- Wayne State University and North Texas State University have been the recipients of grants for training programs for graduate library students intending to work with the aging. The total amount of the grants allocated for librarian training is about $44,000 from 1969 through 1971.

Library applications must compete with projects of all types for the aging in order to receive funding support. Funds from the Older Americans Act are allocated as both block grants to states and specific project grants, evaluated on a nationwide basis.

3. The Social Security Act

This source makes available matching grants, in the ratio of 3 parts federal funds to 1 part state funds, to provide library services to persons supported by public assistance and certain other groups. The aging constitute a large number of those eligible for these indirect benefits. The only two libraries that will

benefit through applications for funds from this source to date are:

- Washington State Library
- Public libraries in the City of New York

Lack of awareness on the part of other libraries appears to explain the lack of application from other library agencies.

4. The Higher Education Act (Title IIB)

Two institute sessions for librarians working with the aging have been supported by this source.

- The University of Wisconsin Library School conducted a two-week "Institute on Serving Readers through Hospital and Institution Libraries" in July 1968. Working with the aging was discussed in the context of serving all institutionalized groups. This institute was attended by 34 persons and received a grant of $16,400.
- Wayne State University conducted a five-day "Institute on Library Services to the Aging" in October 1969, which was attended by 27 librarians. The cost of the institute was $21,434.

5. The Office of Economic Opportunity

This agency has been supporting a project at the Current River Regional Library, Van Buren, Missouri, since 1968, at a cost of about $20,000 per year. Rural homebound and isolated persons, 80% of whom are over 65+, are provided home delivery of library materials. No other grants for library services to the aging have been identified from this service.

6. Model Cities and
7. Emergency Employment Act

Through this legislation, funds have been used to hire additional library staff in a few cities. The staff members have been assigned work involving library programs and services to the aging in some instances. These funds are obtained by political jurisdictions and subsequently allocated for use in library programs.

(2) State Library Agencies Report that They Specifically Have Budgeted Only $385,295 in Total Since 1960 for Library Services to the Aging

The state library agencies reported no funds budgeted specifically for the aging prior to 1966. Only seven states

report currently budgeted funds representing an average of less than 1% of their total budget.

- The average budgeted expense for the seven states in 1971 was $18,750, and the average annual budgeted expense for the seven states since 1966 was $16,054 as shown in Exhibit V-4, following this page.

- Some of the funds shown in state budgets may be from federal grants, primarily LSCA, and not from state revenue sources. California's budget figures appear to be approximate allocations and not from a formal budget.

- The formal designation of a budget item for the aging is not, by itself, indicative of the amount of state financial support to library services to the aging. Many aging residents benefit from state funds used for general extension services, libraries in institutions, large-print book collections, support for services by the Division for the Blind and Physically Handicapped, and other activities.

- It is apparent, however, that few states recognize a need to specifically budget funds for library services to the aging.

Among the seven states that budget money for the aging:

- Three indicate that the aging have lowest priority for program development

- The amounts allocated averaged significantly less than 1% of the total budget.

EXHIBIT V-4
National Survey of Library Services to the Aging
BUDGETED FUNDS FOR LIBRARY
SERVICES TO THE AGING BY STATES

State[1]	Year[2]						Total
	1966	1967	1968	1969	1970	1971	
Arkansas	-	-	$15,000	$16,000	$18,000	$20,000	$69,000
California	-	-	-	10,000	10,000	-	20,000
Hawaii	-	-	-	-	1,951	1,950	3,901
Idaho	-	-	2,000	2,000	4,000	4,000	12,000
Indiana	-	-	-	-	35,500	44,500	80,000
Massachusetts	-	-	45,000	20,000	25,000	45,000	135,000
Washington	$3,029	$9,086	11,116	11,733	14,628	15,803	65,395
Total	$3,029	$9,086	$73,116	$59,733	$109,079	$131,253	$385,296

Notes:

(1) Questionnaires not returned by Maine, Nebraska, Oklahoma, or South Carolina.
(2) No amounts budgeted prior to 1966.

Source: Booz, Allen & Hamilton survey of state library agencies.

(3) Public Libraries Specifically Budgeted $957,719 for Services to the Aging During Their Most Recently Reported Fiscal Year

- These funds represent about 0.4% of the total budgets for the 244 public libraries that have reported offering services to the aging.

- Only 73 (29.9%) of the 244 reporting libraries specifically budget funds for aging. A portion of these funds may have been obtained from state and federal sources. The total budgeted amount was allocated as follows:

Salaries	$758,586
Materials	199,133
	$957,719

- The Cleveland Public Library accounts for $112,583 (11.8%) of the total. The average for the remaining 72 libraries is $11,738.

- The 10 largest budgets for services to the aging among the 244 reporting public libraries is shown in Exhibit V-5, following this page. The amount expended by reporting public libraries on services, as defined by the study, was $518,257.

- Amounts expended by all reporting libraries on specific services to the aging are shown in Exhibit V-6, following Exhibit V-5. Expenses for group programs constitute only 5.2% of the total budget for all services to the aging.

(4) The Amount of Gifts from Private Donors and Organizations for Library Services to the Aging Is Insignificant, with the Exception of the Cleveland Public Library's Grants from the Cleveland Foundation

The total amount of gifts from private donors and organizations is about $454,566 since 1961.

EXHIBIT V-5

National Survey of Library Services to the Aging

TEN LARGEST LIBRARY BUDGETS FOR

SERVICES TO THE AGING FOR THE CURRENT FISCAL YEAR

Library	Amount Budgeted for Aging			Percent of Total Library Budget
	Personnel	Materials	Total	
Cleveland Public Library	$102,583	$10,000	$112,583	1.32%
Public Library of Cincinnati and Hamilton County	76,958	20,600	97,558	2.06%
San Jose Public Library	74,084	21,130	95,214	3.99%
St. Louis Public Library	38,000	10,000	48,000	1.36%
Los Angeles Public Library	45,370	-	45,370	0.37%
Milwaukee Public Library	35,162	6,332	41,494	0.87%
Wayne County Federated Library System,* Wayne, Michigan	30,521	-	30,521	1.30%
Daniel Boone Regional Library, Columbia, Missouri	21,333	5,000	26,333	6.00%
Vigo County Public Library, Terre Haute, Indiana	21,000	4,250	25,250	3.79%
Volusia County Public Library, Daytona Beach, Florida	8,844	15,850	24,694	6.48%
Total	$453,855	$93,162	$547,017	1.37%

* Estimated, separated from Division for the Blind and Physically Handicapped services.

Source: Booz, Allen & Hamilton survey of library services to the aging.

EXHIBIT V-6
National Survey of Library Services to the Aging
AMOUNT OF FUNDS SPENT BY PUBLIC LIBRARIES
FOR SERVICES TO THE AGING

Type of Service	Amount	Percent of Total Expenses
Extension	$363,773	70.2%
Special	$127,678	24.6%
Group Programs		
Within the Library	$ 9,163	} 5.2%
Outside the Library	$ 17,643	
Total	$518,257	100.0%

Source: Booz, Allen & Hamilton survey of library services to the aging.

- The Cleveland Foundation which provides funds to the Cleveland Public Library for services to the shut-ins and hospitalized comprises 98.7% of this amount. Approximately 50% of those receiving services are 65+.

- Gifts supporting library services to the aging identified in this study are listed in Exhibit V-7, following this page. Dates for the gifts are listed, where known.

2. THE FEDERAL GOVERNMENT IS THE MAJOR PROVIDER OF FUNDS, AND THE PUBLIC LIBRARIES ARE THE PRIMARY USERS

Several difficulties exist in estimating the total amount and use of funds allocated for library services to the aging:

- This study is not sufficiently comprehensive in scope to determine precisely the total amount of funds for library services to the aging.
  - Only about 5% of public libraries were included in the survey.
  - A very small number of institutional libraries were interrogated.
- Many of the cost figures are based on estimates and allocations of questionable validity.
- Records from many sources are known to be incomplete.
- The questionnaire was not precisely answered in many instances.
- Funds which do not benefit the aging as defined in the study were reported by many respondents; similarly, funds that provide significant services were excluded by the stringency of the definition of services to the aging.

EXHIBIT V-7
National Survey of Library Services to the Aging
SUMMARY OF GIFTS SUPPORTING LIBRARY SERVICES TO THE AGING
1961-1971

Library and Location	Donor	Amount	Year of Gift	Purpose
Cleveland Public Library, Cleveland, Ohio	Cleveland Foundation; Judd and other funds	$448,956*	Annual	Extension service
Dallas Public Library, Dallas, Texas	-	3,800	1971	Publish directory of service for aging
East Providence Library, East Providence, Rhode Island	East Providence (R. I.) Lions	-	-	-
Iberia Parish Library, New Iberia, Louisiana	-	210	-	Special materials
J. V. Brown Library, Williamsport, Pennsylvania	-	500	-	Special materials
Lexington Public Library, Lexington, Kentucky	-	500	-	Special materials
Madison Heights Public Library Madison Heights, Michigan	-	-	-	Extension service
Northbrook Public Library, Northbrook, Illinois	-	-	-	Extension service
Warren County Library, Monroe, Illinois	-	-	-	Extension, special materials
Library, VA Extended Care Hospital, Los Angeles, California	Woman's League	600	-	-
Total		$454,566		

* Total accrued annual income, 1961 through 1971.

Source: Booz, Allen & Hamilton survey of library services to the aging.

Realizing these limitations, Exhibits V-8 and V-9, following this page, present a compilation of all source and use data among libraries and library agencies that have been identified in the course of this study.

The amounts shown in Exhibit V-8 are affected by the following:

- Numbers were omitted wherever exact data was unavailable and no reasonable basis for an estimate could be obtained, resulting in a reduction of amounts presented in Exhibit V-8.
- State library agencies serve as both dispensers and users of LSCA funds. It is probable that some LSCA funds have been credited as originating from both federal and state sources or expended by both state and public library users.

Significant expenditures for library services to the aging have not been identified prior to 1966. Therefore, it is believed that the amounts shown represent all identified funds expended during the last 10 years.

(1) Federal Sources Have Provided More Money for Library Services to the Aging Than All Other Sources Combined

Exhibits V-8 and V-9 show that the federal government has provided about $2.35 million or 59% of all funds for library services to the aging. About 80% of this amount has been supplied through the Library Services and Construction Act. The total from LSCA may be larger, but complete records are not available. The Older Americans Act has provided about 15% of all funds, with about 31% of this total provided to the Milwaukee Public Library in one grant.

EXHIBIT V-8
National Survey of Library Services to the Aging
SOURCES AND USES OF FUNDS ALLOCATED FOR
LIBRARY SERVICES TO THE AGING
1966 TO 1971

Sources:	Users: State Library Agencies	State and Federal Institutional Libraries	Public Libraries	University Training Programs	Total
	Amount of Funds				
Federal (1)					
LSCA	$ 854,635 (2)	$108,064	$ 922,343	$ 0	$1,885,042
OAA	0	0	307,809 (3)	44,485 (4)	352,294
Other	0	0	70,000 (5)	37,834 (6)	107,834
Subtotal	$ 854,635	$108,064	$1,300,152	$82,319	$2,345,170
State	$ 385,296 (7)			0	$ 385,296
Local	0	$ 0	$ 957,719 (8)	0	957,719
Gifts	0	600 (9)	281,120 (9)	0	281,720
Total	$1,239,931	$108,664	$2,538,991	$82,319	$3,969,905

* An undetermined amount of state funds is allocated to institutional and public libraries for the support of service for the aging.

Footnotes:

(1) Does not include federal support of VA Centers or the Library of Congress budget for DB&PH.

(2) Includes $749,139 for Division of the Blind and Physically Handicapped in states where the majority of users are 65 and over.

(3) From records of the Administration on Aging, U.S. Department of Health, Education, and Welfare.

(4) Includes: Grants for fellowships under OAA:

Wayne State University	$21,808	(Fiscal 1970-1971: $5,341; Fiscal 1971-1072: $16,467)
North Texas State University	22,677	(Fiscal 1969-1970: $7,826; Fiscal 1970-1971: $7,304; Fiscal 1971-1972: $7,547)
	$44,485	

(5) OEO grant, Van Buren, Missouri.

(6) Includes:

$21,434	HEA 2B	Institute for Training in Librarianship, Wayne State University, October 1969.
16,400		Institute for Serving Readers through Hospital and Institution Libraries, University of Wisconsin, July 1968.
$37,834		

(7) Includes total of budget funds from 1966 to 1971 as reported on 46 state questionnaire returns. The use of these funds was not specified. As previously stated, an undetermined amount of funds from this source is supplied from the federal government, primarily through the LSCA grants.

(8) From public library questionnaire returns. An undetermined amount of these funds is supplied from federal, primarily the LSCA grants, and state sources.

(9) See Exhibit V-7 for tabulation of gifts identified. Note that Exhibit V-8 covers only the period from 1966 through 1971.

Source: Booz, Allen & Hamilton survey of library services to the aging.

EXHIBIT V-9

National Survey of Library Services to the Aging

PERCENTAGE OF SOURCES AND USES OF FUNDS ALLOCATED FOR LIBRARY SERVICES TO THE AGING

1961-1971

	Federal	State	Local	Gifts	Total
Sources:	59%	10%	24%	7%	100%

	State Library Agencies	State and Federal Institutions	Public Libraries	University Training Programs	Total
Uses:	31%	3%	64%	2%	100%

Source: Booz, Allen & Hamilton survey of library services to the aging.

(2) State and Local Sources Have Provided About One-Third of the Funds Used for Library Services to the Aging

State sources are credited with providing 10% of all funds and local support is estimated at about 24% as previously stated. Some of these funds should be attributed to the LSCA. Gifts provide 7% of all funds, and the proceeds administered by the Cleveland Foundation trust fund account for more than 99% of this total.

(3) Public Libraries Use Two-Thirds of All Funds Spent for Services to the Aging

Public libraries have used about $2.5 million for services to the aging since 1966. This constitutes 64% of all funds used. Institutional libraries have used only $108,664 or 3% of the total amount; however, only state and federal institutions have been considered. Many institutions, including state, federal, and those operated by other agencies, have received service from local public libraries or state library agencies.

(4) State Libraries, Which Generally Do Not Provide Direct Services to the Aging, Used Almost One-Third of the Total Funds

The total budgeted funds of $385,296 reported by state library agencies contain budgets of only seven states. It is clear that this understates the amount used, but better data is not available. None of these funds have been identified as being used to support public or institutional libraries.

3. THE COST OF PROVIDING LIBRARY SERVICES TO THE AGING DEPENDS PRIMARILY UPON THE NUMBER AND SALARY LEVEL OF LIBRARY STAFF UTILIZED

Few of the librarians interviewed knew the costs involved in providing library services to the aging. Most guessed that extension services were quite costly. The following analysis of cost data, based on material from interviews and questionnaires, provides evidence that service to the aging is not necessarily prohibitively expensive.

(1) Based on Budgets Provided by Questionnaire Returns, 79.2% of the Funds Spent on Library Services to the Aging Is for Salaries

The remaining 20.8% is allocated for materials and other operating costs. The number and salary level of personnel utilized in serving the aging were not identified in the survey. Interviews disclosed, however, that there are frequently a relatively large number of professional librarians involved in repetitive or routine tasks, such as distribution of books and clerical activities. All but a very few librarians interviewed agreed that persons with lesser educational background and at lower salaries could perform these tasks adequately. The basic requirements for such work are:

- Familiarity with available materials
- Interest and ability in working with the aging.

(2) According to Aggregate Questionnaire Returns, the Most Expensive Service Is the Provision of Special Materials

Costs for the three basic types of service are presented in Exhibit V-10, following this page. Cost figures were derived from reported estimates of the number of aging served by and funds allocated to each type of program. Because records of older persons served are not routinely kept by librarians, librarians experienced difficulty in determining numbers served, particularly for the use of special materials which are generally available to all. Similarly, allocations of funds to specific services are often difficult to develop with precision because the financial systems of most libraries are not program oriented. While the relative magnitude of difference among the types of services is believed accurate, caution should be exercised in attributing undue credence to the absolute values.

With this caveat in mind, Exhibit V-10 shows that provision of special materials is twice as costly as the provision of extension services. Furthermore, group programs are about one-third as costly as extension services.

When comparing Exhibit IV-2, following page IV-7, with the data present in Exhibit V-10, it must be remembered that Exhibit IV-2 describes per capita expenditures for all persons

EXHIBIT V-10
National Survey of Library Services to the Aging
COST PER PERSON FOR THREE
TYPES OF SERVICE

Type Service	65+ Served	Cost	Cost 65+ Person Served
Extension	63,619	$363,773	$ 5,72
Special Materials	12,035	127,678	10,61
Group Programs			
In the Library	6,970	9,163	1,31
Outside the Library	12,631	17,643	1,40
Total	95,255	$518,257	$ 5,44

Source: Booz, Allen & Hamilton survey of library services to the aging.

65+, not merely program or service users. Exhibit V-10 concerns only aging users of programs or services meeting the study criteria stated in Chapter I.

(3) The Average Cost of Extension Services to the Aging at Three Libraries Where the Most Accurate Cost Data Is Available Is $29.92 per Year or over Five Times That of the National Average

Cost data for extension service only from three libraries (Dallas, Detroit, and Milwaukee) are presented in Exhibit V-11, following this page. These libraries were selected for more intensive analysis of costs because the data provided by them was considered to be more adequate and accurate in relation to that reported by most of the other public libraries. The costs of service are higher than the combined average costs presented in Exhibit V-10. This difference can be attributed to several factors including: (1) higher-than-average level and scope of services; (2) greater-than-average emphasis given to personalized "one-to-one" relationships in the provision of library services to the aging; and (3) the degree of unreliability of the cost estimates shown in Exhibit V-10.

To provide another bench mark, the average costs of extension services provided by these three libraries were compared with hypothetical average costs per person for all services of the 244 reporting libraries. Assume hypothetically

EXHIBIT V-11 (1)
National Survey of Library Services to the Aging
ESTIMATE OF DIRECT OPERATING COSTS OF
EXTENSION SERVICES TO THE AGING AT
THE DALLAS PUBLIC LIBRARY

Scope of Service: Twenty institutions and senior centers are visited once every two months. Library staff replace deposit collections.

Number of 65+ persons to whom service is available: 4,367
Number of users: 10% to 25% - assume 18%

Total annual cost of service :

Salaries	$16,868	
Materials	5,000	(includes special collection only)
Total	$21,868	

Annual cost per person: $27.82

Source: Dallas Public Library.

EXHIBIT V-11 (2)
National Survey of Library Services to the Aging
ESTIMATE OF DIRECT OPERATING COSTS OF
EXTENSION SERVICES TO THE AGING AT
THE DETROIT PUBLIC LIBRARY

Scope of Service: 42 nursing homes and 2 residences, with each user receiving individual service an average of 2.4 times per month.

Number of 65+ persons to whom service is available: 5,989
Number of users: 721 (12.0%)

Total annual cost of service:

Salaries	$19,020	(Based on library time estimates and salaries of $9,000 for professional staff and $5,700 for clerks and drivers.)
Materials	2,270	(Assumed annual cost of delivery vehicle.)
Total	$21,290	

Annual cost per person: $29.53

Source: Detroit Public Library.

EXHIBIT V-11 (3)
National Survey of Library Services to the Aging
ESTIMATE OF DIRECT OPERATING COSTS OF
EXTENSION SERVICES TO THE AGING AT
THE MILWAUKEE PUBLIC LIBRARY

Scope of Service: Bookmobile service is provided exclusively for the aging to neighborhoods, apartments, and senior centers. Separate homebound service is provided to about 80 aging individuals.

Number of 65+ persons to whom service is available: 12,000
Number of users: 1,280 (10.7%)

Total annual cost of service:

Salaries	$35,162
Materials	6,332
Total	$41,494

Annual cost per person: $32.42

Source: Milwaukee Public Library.

that 14% of all Americans use their public libraries (the average utilization rate for the three services of the three libraries). About 12,188,000 people, therefore, use library services at the 244 reporting libraries. The reported combined annual budgets of these libraries total $255,675,000. The average annual cost per person served generally by libraries, therefore, is $30.85 as compared with the average annual cost of $29.92 per aging person served by the three libraries whose costs were analyzed. If the hypothetical general utilization rate for public libraries were 25%, then the average annual cost per person served would be $18.51 as compared with $29.92 per aging person.

Although these cost calculations represent rough approximations as stressed at the beginning of this chapter, they, nevertheless, offer some "order of magnitude" relationship between costs per person served of extension services in the form and content provided by the three libraries and average per client costs of all library services under some reasonable assumptions.

(4) Costs per Person Served by the Veterans Administration Center Libraries and the Library of Congress Division for the Blind and Physically Handicapped Are Higher Than Those for Public Library Services

The costs per individual served have been estimated, and assumptions are included for two federal agencies.

- Libraries at Veterans Administration Centers--Exhibit IV-10 shows that the cost per resident served at VA resident centers is $23.47. It should be noted that libraries at VA centers serve also as staff reference sources for which resource allocation is unknown.

- Library of Congress Division for the Blind and Physically Handicapped--The fiscal 1972 budget of about $8.6 million serves approximately 250,000 persons. The estimated annual cost per person is $34.20. This does not include additional distribution and processing costs of individual regional and subregional libraries that are supported within their respective states often with LSCA money.

In summary, most financial support for library services to the aging is provided from sources within the federal government. Federal grants are frequently used for starting and operating programs for a fixed period, with the intention that funds for operating costs beyond that period will be provided by local sources. An exception is the regional library system of the Library of Congress Division for the Blind and Physically Handicapped for which the federal government furnishes most of the operating costs.

Public libraries use about 64% of all funds allocated for services to the aging. The federal government supplies about 59% of all funds used for this purpose. State and public libraries each allocate about 1% of their budgets for services to the aging.

* * * * *

This chapter has described the financial aspects of library services to the aging. Findings on organization and staffing are presented in the following chapter.

137

VI. FINDINGS ON ORGANIZATIONAL AND STAFF SUPPORT FOR LIBRARY SERVICES TO THE AGING

VI. FINDINGS ON ORGANIZATIONAL AND STAFF SUPPORT FOR LIBRARY SERVICES TO THE AGING

This chapter discusses organizational and staff support for library services to the aging at federal, state, and local levels.

1. SPECIFIC RESPONSIBILITY FOR OVERSEEING AND COORDINATING LIBRARY SERVICES TO THE AGING HAS NOT BEEN ASSIGNED AT THE FEDERAL LEVEL

The Bureau of Libraries and Educational Technology in the Office of Education has been authorized to administer the Library Services and Construction Act (LSCA).

- Within the Bureau, the Title I coordinator has responsibility for providing information and consultation to projects involving services to the disadvantaged as specific groups. Since the aging are not specifically included as being among the disadvantaged in recent amendments to the legislation, no formal responsibility has been assumed for services to the aging.

- There are LSCA regional program officers in each of the ten HEW regions who review project applications, provide consultation, and review reports. These positions do not carry assigned responsibility for assisting in the development of library services to the aging.

- There is no coordination between the Bureau of Libraries and Educational Technology and the Administration on Aging that is responsible for identifying and addressing the needs of the aging.

2. STATE LIBRARY AGENCIES EVIDENCE LITTLE STAFF INTEREST IN OR SUPPORT FOR LIBRARY SERVICES TO THE AGING

The low priority for services to the aging among state library agencies was discussed in Chapter IV.

- Only 20 state library agencies reported formal assignment to a staff member of part-time responsibility for consultation or assistance to providers of library services to the aging. In many cases this responsibility is assigned to the state's LSCA consultant, who is responsible for providing assistance to all recipients of LSCA grants.

- Provision of staff time is minimal for all aspects of library services to the aging, representing less than 1% of available staff time.

- It appears that state library agencies do not coordinate the efforts of public libraries and institutional libraries within their jurisdictions for the provision or improvement of library services to the aging.

3. PUBLIC LIBRARY STAFFS GAVE LOW PRIORITY TO SERVICES TO THE AGING

Among the public libraries participating in this study, the aging were most often ranked as the group receiving the lowest priority for program development, as shown in Exhibit VI-1, following this page.

- Adults were ranked highest with first priority assigned by 58% of the libraries.

- Children were ranked second or first by 81%.

- Young adults were ranked third or higher by 70%.

EXHIBIT VI-1
National Survey of Library Services to the Aging
RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT BY
PUBLIC LIBRARIES

Age Group	First Priority	Second Priority	Third Priority	Fourth Priority
Children (6-12)	33%	48%	16%	3%
Young People (13-20)	6	21	43	29
Adults (21-64)	58	20	16	5
Aging (65+)	3	11	14	62

Source: Booz, Allen & Hamilton survey of public libraries.

- The aging received the lowest priority from 62%.
- Only 3% ranked the aging as their first priority.
- Less than 2% plan to add or expand programs.

In assessing future priorities for program development, the aging remained in fourth priority.

These patterns of priority correspond closely with (1) those of responding state libraries and (2) with the general level of organizational and staffing support given by public libraries to services to the aging.

(1) Traditional Organization Around Types of Materials Continues in Most Libraries

Among the libraries surveyed, most services are organized by types of library materials. Consequently, departments typically exist for:

- Children
- Young people
- Adults (including the aging).

The continuing formation of library systems has also resulted in the development of organizational responsibilities for branches and extension services in public libraries.

Many libraries have also developed specific organizational responsibilities for special materials such as films, records, and large-print and talking books.

Since most of the library materials used by older persons are the same as those made available to the general adult population, libraries generally have not organized separate departments for older persons. Departments for extension and "outreach" services typically serve concentrations of the aging through services to persons in institutions, housing projects, and persons who are homebound.

(2) Staffing of Services to the Aging Is Minimal

Staffing and budgeted expenditures for the 20 public libraries that have the largest number of aging in their service areas are shown in Exhibit VI-2, following this page.

- Of the total of 19,957 full-time equivalent employees, only 262 or 1.1% specifically provide services to the aging.
- This is equivalent to 0.547 employees per 10,000 residents 65+ in these service areas.
- Budgeted expenses for services to the aging totaled $631,907 for the most recent fiscal year.
- This amounts to $0.63 per capita for those 65+. (The budgeted dollar amount per capita for all responding libraries was $0.19.)

EXHIBIT VI-2 (1)
National Survey of Library Services to the Aging
BUDGETED STAFF AND EXPENDITURES FOR LIBRARY SERVICES TO THE AGING
THE TWENTY PUBLIC LIBRARIES WITH LARGEST GROUPS OF AGING

Name and Location of Library	Aging Population in Service Area	Budgeted Expenses for Aging	Expense Per Capita Aging	FTE in Work for Aging	FTE Per Ten Thousand Aging
The Free Library of Philadelphia, Philadelphia, Pennsylvania	469,175	-	-	-	-
New York Public Library, New York, New York	408,380	-	-	-	-
The Chicago Public Library, Chicago, Illinois	355,298	-	-	-	-
Los Angeles Public Library, Los Angeles, California	174,836	$ 45,370	$ 0.26	5.5	0.315
San Francisco Public Library, San Francisco, California	112,000	25,000	0.22	1.0	0.089
Public Library of Cincinnati and Hamilton County, Cincinnati, Ohio	98,853	97,558	0.99	5.0	0.506
Miami-Dade Public Library System, Miami, Florida	97,228	-	-	-	-
Enoch Pratt Free Library, Baltimore, Maryland	95,662	-	-	-	-
St. Louis Public Library, St. Louis, Missouri	92,000	48,000	0.52	-	-
San Jose Public Library, San Jose, California	88,728	95,214	1.07	8.0	0.902
Dallas Public Library, Dallas, Texas	88,000	17,465	0.20	1.5	0.170
Boston Public Library, Boston, Massachusetts	81,759	-	-	7.0	0.856
Cleveland Public Library, Cleveland, Ohio	79,463	112,583	1.42	6.1	0.768
Milwaukee Public Library, Milwaukee, Wisconsin	79,211	41,494	0.52	9.0	1.136
Detroit Public Library, Detroit, Michigan	75,981	36,640	0.48	5.0	0.658
Library Association of Portland, Portland, Oregon	70,502	-	-	-	-
Public Library of the District of Columbia, Washington, D.C.	70,143		-	-	-

EXHIBIT VI-2 (2)

Name and Location of Library	Aging Population in Service Area	Budgeted Expenses for Aging	Expense Per Capita Aging	FTE in Work for Aging	FTE Per Ten Thousand Aging
Carnegie Library of Pittsburgh, Pittsburgh, Pennsylvania	70,034	-	-	-	-
Seattle Public Library, Seattle, Washington	69,538	-	-	.5	0.072
Indianapolis-Marion County Public Library, Indianapolis, Indiana	68,138	-	-	-	-
Average for Respondents			$ 0.63		0.547

Notes:

(1) Wayne County Federated Library System (65+: 131,000) and Nassau County Library System (65+: 111,754) not included in tabulation since each are associations composed of several individual and generally independent member libraries.

(2) Data was collected by mail questionnaires. Where no information is entered the library either has not maintained records in the format required and did not estimate appropriate figures or neglected to complete that portion of the question. All respondents stated that they render some service form of specific library service to the aging.

Source: Booz, Allen & Hamilton survey of public libraries.

Legend: - indicates information not available.
FTE indicates staff member in full-time equivalents.

(3) Some Public Libraries Employ the Aging or Use Them As Volunteers

The aging are utilized as employees and volunteers among only 137 libraries. Aging employees are generally persons who have previously worked for the library and have not yet retired. Rarely are aging persons hired by libraries.

- Of the 244 reporting libraries 56% employ a total of 517 persons 65+. The average number of 65+ employees among these libraries is 3.8.
- There were very mixed responses to the question of the effectiveness of employees 65+ so that generalization is not possible.
- Only 66 of the libraries utilize volunteers 65+. The average number of aging volunteers per library is 5.5.
- Libraries that use volunteers generally report that this program is successful. This is particularly true where volunteers receive formal training before beginning their duties.

(4) The Major Constraint on Providing Services to the Aging Identified by Librarians Is Funding

The major constraints on expansion of services to the aging as identified by librarians surveyed are lack of:

- Available funds - 95%
- Available staff - 32%
- Transportation equipment - 16%

- Interest on the part of the library - 11%
- Interest in services among potential aging users. - 6%

(5) Some Public Libraries Work with Community Organizations Concerned with the Aging, Their Needs, and Their Problems

Most reporting libraries have established relationships with community organizations and agencies concerned with the aging.

- At least 168 public libraries have at least one relationship established.
- The average number of agencies with a relationship to these libraries is 2.7.
- Several libraries report that they support group programs offered by senior citizen centers by making materials available rather than trying to compete by offering group programs.

However, none of the libraries surveyed has conducted a formal evaluation of the potential demand among the aging for their services. Most services were started as the result of interest by key professional staff members or as a result of becoming aware of funds available through grants. A few libraries have attempted to make potential users aware of available services through:

- Newspaper articles and advertising
- Radio and TV spots
- Direct mailing

- Identification of potential users by
  - Clergy
  - Doctors
  - Social workers
- House-to-house canvass of residents.

4. FEW FORMAL TRAINING OPPORTUNITIES HAVE BEEN CONDUCTED FOR PREPARING OR STIMULATING LIBRARIANS TO SERVE THE AGING

Some training efforts have been made at universities, among state library agencies, and at a few public libraries.

(1) Most Formal Training Dealing with Library Services to the Aging Has Been Accomplished in Short Seminars at Universities

Thirty-nine of forty-three graduate library schools responded to the survey questionnaire concerned with formal training for serving the aging. Appendix H contains a listing of schools surveyed.

None of the graduate library schools in the United States offers a course dealing exclusively with library service to the aging. Although no school offers a course specifically concerning library service to the aging, 20 schools cited a total of 36 courses which mention the topic. Most of these courses are either general, introductory courses in librarianship or courses concerned with serving minority or disadvantaged groups.

- North Texas State and Wayne State Universities conduct programs combining library science degrees with social science courses in gerontology.

  - Fellowships are offered at each of these schools for degree candidates for masters of library science. North Texas State University began its program during the 1969-1970 school year and Wayne State University followed in 1970-1971.

  - Funds are made available through grants under the Older Americans Act.

  - Students participate in the core graduate library science program with additional courses in social science applicable to the aging. Graduates of the two programs are then expected to work in the field of library services to the aging.

  - Nine students have graduated to date, and six more are currently enrolled in these programs.

  - While no records on the current occupations of graduates are maintained, faculty at both schools believe that the majority have entered this field.

- Several short training programs have been conducted for development of special skills in providing library services to the aging. Courses were conducted at university library schools or gerontology centers. Only 5 programs serving about 100 individuals have been identified. There are no known plans for additional programs. Attendees have primarily been public and state library personnel concerned with services to the aging, except where noted. Past sponsors have been the:

  - University of Wisconsin, for librarians serving readers in hospitals and institutions, July 1968 (13 days)

  - Wayne State University, October 1969 (5 days)

- University of Michigan, for librarians serving the noninstitutionalized handicapped, July 1969 (5 days)
- University of Oregon, May 1969 (2 days)
- University of Oregon, May 1971 (2 days).

(2) Some State Library Agencies Report That They Provide Training Opportunities

Among state library agencies participating in this study, staff development and training was listed as the third most important activity they perform in supporting library services to the aging. However, the numbers of participants in these activities were not included, and none of the reporting public libraries listed state library agencies as a provider of staff training activities.

(3) A Few Public Libraries Train Their Staffs for Work with the Aging

Training opportunities for work with the aging are provided at 47 public libraries. This represents about 20% of the public libraries offering services to the aging, but less than 0.1% of the public libraries and library systems in the United States.

Reporting libraries have taken advantage of training opportunities in work with the aging for increasing numbers

of their staff members, either through in-service or outside training sessions. The figures reported are as follows:

1968 - 253 staff members
1969 - 319 staff members
1970 - 519 staff members.

* * * * *

This chapter has described and analyzed the nature and extent of organizational and staff support which library agencies have directed to services to the aging. Chapter VII describes several exemplary library services now offered to the aging by a few public libraries.

VII. SOME EXEMPLARY LIBRARY SERVICES TO THE AGING

VII. SOME EXEMPLARY LIBRARY SERVICES TO THE AGING

This chapter describes several exemplary programs and services offered by public libraries of the three types discussed in Chapter IV, namely:

- Extension services
- Special materials
- Group programs.

Exemplary library programs and services are difficult to identify because of:

- The numerous methods employed to provide each type of service
- The absence of objective standards by which dissimilar methods to provide each type of service can be compared.

The services which have been selected are either unique in character or scope or appear to be superior to other services of similar type that have been identified in this study. There is a possibility that superior services to the aging exist that have not been identified and/or have not been evaluated by the study team. However, the services described in this chapter are sufficiently superior to the norm encountered during this study to serve as "models" for all but a very few libraries.

1. THE EFFECTIVENESS OF EXTENSION SERVICES TO THE AGING CAN BE MEASURED BY THE DEGREE OF IMPROVEMENT IN ACCESS TO THE LIBRARY'S RESOURCES

Improving the potential user's access to library services and materials is the primary objective of extension services. The criteria for measuring the effectiveness of a program are the degree or thoroughness in delivering the service to all eligible recipients and the amount of attention devoted to the individual.

(1) The Milwaukee Public Library "Over 60" Service Operates a Bookmobile for Serving the Aging at Various Locations Within the City

Several facets of this program make it unique.

- Five paid community aides, who are all 65+, are part of the program staff. Their performance has been highly satisfactory.
- A 4,000-book capacity, 40-foot bookmobile is devoted exclusively to serving the aging.
- Bookmobile stops are made within short distances of approximately 15% of all 65+ persons in Milwaukee, according to library estimates. (About 1,200 or 10% of those with ease of access utilize the service.)

The entire program, which also includes shut-in service to about 80 persons and small programs at a few branch libraries, was initiated pursuant to an Older Americans Act grant. It is currently funded locally at a cost of about $41,000 per year.

The community aides work 12 hours each week performing the following tasks:

- Investigating and evaluating potential bookmobile stops
- Delivering materials to shut-ins and verifying eligibility of potential shut-in-service customers
- Canvassing areas to promote services to the aging.

When the project was begun in 1967, delays were encountered in obtaining the bookmobile and assembling a core collection. It is the current view of the staff that it would have been better to:

- Have a smaller bookmobile (still retaining stand-up height) capable of more easily navigating inner-city streets
- Defer the assembly of an extensive core collection until specific needs for materials were better known
- Have commenced service at an earlier date with lesser resources and reduced advanced preparation.

The "Over 60" service at Milwaukee has evolved over a period of only 4 years. In that time, programs serving the aging have been developed and funded and are now regularly serving over 1,500 aging persons in Milwaukee.

(2) The Hospital and Shut-In Service of the Cleveland Public Library Provides Library Materials to Persons in Hospitals, Institutions, Nursing Homes, and Private Residences

The Cleveland Foundation provides an annual grant of about $41,000 financed by the bequest of Frederick W. and Henryett Slocum Judd and others, to the library to partially finance the delivery of library materials to persons in hospitals, homes, jails, and other institutions.

Shut-ins are served by a group of six library staff members. About 50% of the 1,300 served are 65+. The capacity of the service, as presently operated, is about 1,350 persons. This shut-in service is closely coordinated with the program of the Braille and Talking Book Department (Regional Library for the Blind) to provide a full spectrum of service.

The service received only limited promotion efforts because the Cleveland Public Library feels that nearly all eligible facilities within the city are well aware of the service's availability. The Cleveland Public Library's hospital and shut-in service is unique in its comprehensiveness. It appears to be the largest and best funded institutional service provided by a public library in the United States.

2. A FEW GROUP PROGRAMS ARE CONDUCTED BY PUBLIC LIBRARIES EXCLUSIVELY FOR THE AGING

Most programs in which the aging participate are planned more for general adult audiences than for the members of a particular adult age segment. The aging frequently form the majority of participants at:

- Lectures
- Films
- Discussion groups
- Adult courses.

Their attendance is a function of available leisure time, interest, and mobility. Convenient schedules and safety are other factors that result in greater participation by the aging at events offered during daylight hours, particularly in the larger cities.

Some libraries individually sponsor programs or services specifically for the aging. More frequently, the public library assists another group or agency by providing films, books, and other material. Senior centers are frequent recipients of these efforts.

(1) The Dallas Public Library Has Published a Directory of Services to the Aging as a Group

The Dallas Public Library has prepared a directory of services to the aging which was distributed to a limited number of local social welfare agencies. The fact that many of these

agencies indicated a need for such a document reflected a previous lack of coordination and information exchange among agencies serving the aging.

The directory was published as a supplement to the Sunday edition of one of the two major Dallas newspapers in November, 1971. Funds for publication, which made the directory available to aging citizens throughout the greater Dallas area, were made available by a grant from a private foundation in Dallas.

(2) The Boston Public Library and the Cleveland Public Library Conduct Large, Successful Clubs for the Aging in Their Service Areas

The programs of the Boston and Cleveland libraries are noteworthy examples of group programs for the aging.

- The "Never Too Late Groups" operated by the Boston Public Library are conducted at the main library and 14 of the system's 26 branches. Average weekly attendance at meetings in the main library is 130. Suggestions for background reading are included in each schedule of coming events. The groups have been conducted since 1950.

- Cleveland Public Library has sponsored the "Live Long and Like It Library Club" since 1946. About 70 persons attend weekly meetings at the main library. Programs are similar to those of the Boston group and include such topics as:

  - Travel
  - History

- Current affairs
- Biographies.

The "Live Long and Like It Library Club" recently celebrated its 25th anniversary with an institute and luncheon attended by local dignitaries. Promotion of the club is conducted through local newspaper articles and literature produced by the library and distributed at various branches.

(3) A Branch of the Wake County Library (Raleigh, North Carolina) Has Cosponsored a Program of Instruction for Aging Citizens

The purpose of the sessions was to provide instruction in basic living skills and knowledge of rights and benefits to the aging, undereducated citizens within the area. Average attendance was 42 persons. Low income, black women constituted the majority of attendees. Eleven meetings were conducted at one of the branches during the period between October, 1970 and March, 1971. A program of a somewhat similar nature had been operated during the 1950's.

Topics for the meetings included:

- Rights under Social Security and other programs
- Health care and nutrition
- Citizenship
- Legal processes and the law
- Religion.

Promotion for the program was primarily done at the library and through local churches and other organizations.

Library staff cite the large number of requests for additional information, assistance, and services by the participants as the measure of the program's success.

This program appears to be unique, although the social environment in which it has been conducted exists elsewhere in the United States, particularly in urban areas.

(4) The Allerton Public Library (Monticello, Illinois) Uses the Aging To Assist in Book Review and Repairs

The aging in local nursing centers have been asked to review children's books. While the interest of the program is largely to provide encouragement for the reading of children's level material without offending the readers, both the readers and the library derive benefit from the program.

Aging persons at one nursing center have been utilized for repairing and maintaining books. Here, the small library staff has benefited from the contribution of aging persons possessing the requisite manual skills and leisure hours. The aging, in turn, have benefited from useful employment of leisure time.

3. ALTHOUGH MOST LIBRARIES POSSESS SOME LARGE-PRINT BOOKS AND SIMILAR MATERIALS, ONLY A FEW HAVE ADEQUATELY PUBLICIZED THEIR AVAILABILITY OR PROVIDED SUPPLEMENTARY SERVICE

The availability of large-print and talking books may be somewhat limited, but enough of these materials are available to establish worthwhile collections. Similarly, design problems with many devices may exist but most kinds of equipment enhance the reading capability of the user. Despite the availability of these special materials, many potential users are not aware of their existence.

(1) The Enoch Pratt Free Library in Baltimore Provides Individual Instruction to Users of Talking Books

In cooperation with the Maryland State Library for the Physically Handicapped, members of the staff of the Pratt Library make bimonthly visits to recipients of talking books. The purpose of the visit is to:

- Develop an understanding of procedures used in talking-book services
- Assure proper use of equipment
- Assist in selection of materials.

Approximately 15 recipients are regularly visited by non-professional staff under the direction of a librarian. Although records of age are not kept, most users have been identified

as among the 65+ group. Potential users are referred to the library by the city's Departments of Health and Community Services.

The library has not attempted to identify additional people desiring this service because it states that it cannot afford a greater commitment of resources.

Although many librarians have indicated that this type of service should be provided, this project is the only one known to be operative.

(2) The Needham (Massachusetts) Public Library Performs a Direct Mail Solicitation of Every Person over 62 Years of Age, Providing Information on Library Materials

The original campaign was funded through an LSCA grant in 1968. The purposes of the program were:

- To inform every resident 62 years of age or older of available library services
- To increase the large-print book collection
- To start a books-by-mail service.

"Advertising" by the library enables those who do not visit the library to become aware of available materials. The program at Needham is unique in that it:

- Produced the first comprehensive listing of aging citizens within the town

- Provided direct mail promulgation of available services, particularly large-print publications, of particular interest to the aging.

The original LSCA grant was for $5,800. The program has continued to operate using local funds. Persons are contacted by mail as they reach their 62nd birthday.

A project of this scope, however, may not be feasible in larger cities because of its cost. The program in Needham of continuing direct mail contact with the aging of the community appears to be unique in the United States.

* * * * *

Other exemplary programs exist. This chapter has cited a few programs which are either superior, unique, or innovative. The following chapter presents overall observations and conclusions of this study.

VIII. OVERALL OBSERVATIONS AND CONCLUSIONS

VIII. OVERALL OBSERVATIONS AND CONCLUSIONS

This chapter crystallizes major observations and conclusions resulting from findings presented in previous chapters.

1. LIBRARY SERVICES TO THE AGING MERIT INCREASED EMPHASIS AND STATUS IN FEDERAL, STATE, AND LOCAL LIBRARY PLANS AND PROGRAMS

Library services to the aging have not developed at a pace consistent with the increase in number of 65+ persons in the nation and commensurate with the increase in national interest in the needs and problems of the aging.

(1) The Development of Library Services to the Aging Needs To Be Accorded Greater Priority at Every Level of Government

About two-thirds of the public libraries and state library agencies gave the aging the lowest priority for program development compared to other age groups in the population. Funds for services to the aging, as defined by this study, constitute less than 1% of the budgets of state library agencies and public libraries. Less than 1% of the federal funds available for support of public libraries is allocated to services to the aging.

It cannot be effectively argued that such services should claim a share of library-agency budgets proportionate to the population (10%) since many older persons are served through the regular and routine services of the library. It can be argued, however, that the percentage now allocated for services designed for or whose beneficiaries are, in the main, elderly appears disproportionately small compared to the proportion of the population represented by the aging.

Dollars are but one measure of library program priorities. However, the validity of this measure is sustained by study findings that the allocation of library staff time is in the same order of magnitude.

(2) Services to the Aging Are Not Generally Regarded as Discrete Programs of the Library

Most services to the aging have been inextricable parts and natural consequences of larger programs designed to reach adults. The absence of special programming for the aging is a result of the traditional philosophy of library service held by most librarians--namely, that the library should provide services of universal scope and appeal. The result of this approach has been to submerge the needs and requirements of a particular group or segment of the population which might have a unique claim on the resources of the library.

2. LACK OF SUFFICIENT FUNDING AND PROFESSIONAL INTEREST ARE THE MAJOR IMPEDIMENTS TO THE DEVELOPMENT OF STRENGTHENED LIBRARY SERVICES TO THE AGING

Study interviews revealed that the interest and motivation of a librarian were the primary factors in the development of services to the aging. This interest was aroused by exposure to the special needs and problems of the aging either through the ongoing work of the library or through contact with individuals knowledgeable and concerned about the characteristics, needs, and problems of the aging. Subsequently, to the extent that funding could be made available, the librarian was motivated to strengthen the library's capacity to serve the aging. This was accomplished through development and implementation of new and/or expanded services designed specifically for the aging, such as new group programs or broadened programs of library extension services to facilitate increased access for the aging to library services.

3. ADDITIONAL FUNDING AND NEW APPROACHES TO FINANCING LIBRARY SERVICES TO THE AGING ARE NEEDED

Funds for establishing or strengthening library services to the aging can be obtained from:

- Additional appropriations
- Realignment of priorities and reallocation of resources within library budgets
- A combination of new money and reallocated money.

(1) Additional Appropriations at the Local, State, and Federal Levels Appear To Be the Only Feasible Alternative to Assuring the Level of Financial Support Needed To Effect a Higher Priority for the Aging in the Provision of Library Services

One could soundly argue that library agencies should reallocate existing financial resources to support assignment of a higher priority for the aging in the provision of library services. In reality, however, this approach is probably so difficult to accomplish as to make it impractical for serious consideration by the individual library agency at the local, state, and federal levels. Because of the entrenched claims of and the well-documented justification for existing library programs, the likelihood of a library agency voluntarily reallocating resources without strong community pressures and legislative direction is poor. The alternative, therefore, is the provision of additional funds that can be used by the library agency in developing and implementing new and strengthened programs of services to the aging.

(2) Any Additional Funds for Use by Library Agencies in Serving the Aging Need To Be Earmarked for That Purpose

The provision of additional monies for library services without some type of budgetary designation is not likely to result in as significant a strengthening of services to the aging

as funds which are earmarked for that specific purpose. Because of the dedication of many librarians to the premise that strengthening of services generally will benefit particular groups, the tendency has been to allocate increased funding over broad categories such as extension services or components of extension services such as bookmobile services.

(3) Public Libraries Need to Explore Additional Sources of Funds, Particularly Philanthropy, in Support of Services to the Aging

From the study, it was found that many librarians are not aware of presently available sources of funds which could be used to provide library services to the aging including funds under the LSCA, the Older Americans Act, the Higher Education Act, and the success of some libraries in utilizing philanthropic sources. Although additional public money is deemed essential to improving library services to the aging, other sources need to be found to provide the level of financial support to effect a higher priority for the aging in the programs of the public library. Philanthropy may provide an opportune source.

The Cleveland Public Library, through the Cleveland Foundation, a charitable trust, has provided funds for services

to the homebound and shut-in and is illustrative of a charitable objective which may appeal to not only prospective donors but to community and private foundations. The majority of the beneficiaries of the services made possible by the Foundation are 65+. The increased national attention given to the aging has created a climate that may be conducive to initiatives by public libraries to secure bequests and grants from individuals and charitable foundations.

4. RESEARCH AND TRAINING PROGRAMS NEED TO BE STRENGTHENED AND BROADENED TO FAMILIARIZE LIBRARIANS WITH NEEDS AND OPPORTUNITIES TO SERVE THE AGING

Not enough is known about the library interests and needs of the aging, nor are librarians provided sufficient opportunities to learn about the potential for serving the aging.

(1) Further Research Is Required To Investigate the Library Needs of the Aging and To Develop Programs To Satisfy Those Needs

The library profession lacks the benefit of specific research on the reading interests and patterns of the aging and the extent to which their needs differ from those of the remainder of the adult population. Little research, moreover, has been conducted to evaluate systematically the effectiveness of past and current library programs established to serve the aging.

The "state of the art" in this field, therefore, is in the most rudimentary form. A need exists for further basic and developmental research to provide an adequate foundation for the design of optimally effective library programs to serve the particular needs and problems of the aging. Responsibility for sponsorship of needed additional research can be assumed most feasibly by federal library agencies since:

- The research will benefit all state and local library agencies
- Many local library agencies, in particular, face severe financial constraints rendering it unlikely that requests for financial resources adequate for thorough research can be justified to local appropriating bodies.

(2) Expanded Pre-Service and In-Service Training Opportunities Need To Be Provided To Acquaint and Equip Librarians with Opportunities and Techniques for Service to the Aging

Currently, pre-service and in-service training opportunities concerned with library services to the aging are minimal. Library schools generally do not provide significant course or unit offerings in this field. In recent years, only four institutes dealing with this subject were identified. All have been "one-time" programs with no provision for annual

continuity and, consequently, systematic evaluation of their effectiveness. Within libraries, the in-service programs reported have been largely unstructured, consisting mainly of informal initial orientation programs and on-the-job training.

Several steps are seen as vital to enhancing opportunities for motivating and training librarians in providing services to the aging:

- Expanded course offerings in graduate schools of library science.
- Provision, on a regular basis, of seminars and institutes dealing with library services to the aging. Sponsorship may be by universities, federal and state library agencies, and library professional associations.
- Establishment, within the public library, of specific staff responsibility for developing, coordinating, and evaluating in-service training opportunities for library professional staff, paraprofessionals, and volunteers. This responsibility could be combined with the staff function of older-person program coordination discussed subsequently in this chapter.

5. THE AGING AS A GROUP NEED TO BE CONSIDERED AS A DISTINCT AND DEFINABLE PROGRAM ENTITY IN PLANNING AND EVALUATING LIBRARY SERVICES

The library needs and interests of many aging persons may be satisfied through the general strengthening of library services--even more

through emphasis on categories of library services, such as disadvantaged groups, which single out specific groups for priority attention. However, the library needs of the aging will not assume the priority believed appropriate unless service to the aging receives formal recognition as a distinct program entity for planning and evaluation. There can be no more assurance that the unorganized, relatively small number of individuals who are 65+ benefiting from the categorical programs will receive adequate priorities and services geared to their needs than through the traditional approach of meeting their needs as a part of the general adult population.

It appears that the only feasible approach to realizing significant improvements in services to the aging is through the employment of the tested management principle of treating the subject needing attention as a program entity and utilizing the techniques of program planning and evaluation in assessing needs, establishing objectives, designing program plans, and evaluating results against objectives and plans.

6. THE WAY LIBRARIES ARE ORGANIZED TO DELIVER MOST SERVICES TO THE AGING IS SOUND; HOWEVER, IMPROVED MECHANISMS FOR PLANNING AND COORDINATING SUCH SERVICES ARE REQUIRED

The typical pattern of existing library organization at the service-delivery level is regarded as an adequate and sufficiently flexible structure for services to the aging. Needed are staff planning and coordinating

mechanisms at the library director level, such as a "coordinator of older persons services," to insure that the special needs of the aging are identified and that opportunities to serve the aging are met by typical service departments such as:

- Extension
- Adult service
- Reference
- Community relations

The creation of such a function at the top staff level of library organization would go far to assure the orderly, systematic development, implementation, and assessment of library services benefiting the aging.

As libraries and other institutions move toward program-oriented budgeting, the concept of viewing services to the aging as susceptible to planning and evaluation will become more viable in operation and capable of becoming a powerful tool in shaping library service priorities and allocating resources within the framework of the library budget.

The organizational requirement for a formally recognized staff function in the public library to assess needs, recommend objectives, design plans, coordinate services, and evaluate program against objectives is equally applicable in the structures of state and federal library agencies.

Formal designation of this function as a regular staff activity in library agency organization will be of great assistance in elevating library services to the aging to a higher, more visible priority.

7. IN PLANNING FUTURE LIBRARY SERVICES TO THE AGING, EMPHASIS NEEDS TO BE GIVEN TO PROGRAMS THAT PROVIDE THE GREATEST ACCESS TO LIBRARY RESOURCES

In the planning of future services, the need to provide better access to library services to the aging merits major emphasis. Access to library resources has several meanings. Because of physical and social handicaps more common to the aging than any other group, it means:

- Access to library resources by those immobilized by disability, institutionalization, concern for personal security, or transportation barriers
- Access to library materials in a usable medium or format for those suffering from physical impairments rendering use of conventional reading materials difficult or impossible.

Of the three types of library service to the aging considered in this study (extension, special materials, and group programs) demand appears greatest for extension service. This type of service, moreover, in contrast to group programs, has the potential through library outreach to serve large numbers of the aging in a variety of home and institutional settings. Emphasis on extension services, however, need not preclude establishment or expansion of other types of services to the aging.

IX. RECOMMENDATIONS

IX. RECOMMENDATIONS

Several recommendations concerning the scope, emphasis, and organization of library services to the aging may be derived from the observations and conclusions presented in the preceding chapter.

1. SERVICES TO THE AGING SHOULD BE REGARDED AS A DISTINCT PROGRAM FOR PURPOSES OF PLANNING, COORDINATION, AND EVALUATION BUT CONSIST OF AN AGGREGATION OF SEVERAL SERVICES EACH DESIGNED TO MEET THE SPECIAL NEEDS OF THE AGING

The aging as a group encompass a wide spectrum in terms of:

- Mobility
- Intellect and education
- Physical dexterity and health
- Interests.

The desires for library services of all aging persons cannot be adequately satisfied by any one service designed for the aging. Furthermore, it appears that many among the aging prefer to think of themselves as part of the general adult population and resist segregation. It follows that several types of service should be designed to accommodate the particular characteristics of the aging.

This does not imply that a library agency should perpetuate the view of services to the aging as a series of special services, sporadically conceived, unrelated to a set of agency objectives and plans, and operationally independent of top library staff coordination. On the contrary, the library agency should formulate objectives and plans applicable to all services of the library that have as their existing and potential beneficiaries substantial numbers of older persons.

Provision also should be made for organizational mechanisms at the top staff level to assure the accomplishment of planning and evaluation and to provide coordination in the delivery of services to the aging.

2. FEDERAL LIBRARY LEGISLATION SHOULD FORMALLY RECOGNIZE THE AGING AS A DISTINCT GROUP OF DISADVANTAGED PERSONS AND PROVIDE FUNDS FOR PROGRAM DEVELOPMENT AND PROFESSIONAL TRAINING

As a first step toward assuring that the level of program emphasis and financial support needed to effect a higher priority for the aging in the provision of library services is realized, the Congress, through a separate title, should amend library legislation (the LSCA) to mention the aging specifically as a population group qualifying for special recognition in the planning, developing, and evaluating of library services.

Given such a mandate and a level of funding sufficient for a viable program, the public library agency of the U.S. Office of Education should seek to accomplish the following objectives.

- Encourage state library agencies, in the context of their plans and structures, to assign a higher priority and give explicit program and organizational status to library services to the aging both within and outside of institutions.

- Assure the provision of ongoing pre-service and in-service opportunities (courses, workshops, institutes, and seminars) for librarians and para-professionals to learn about (1) the library and informational needs and problems of the aging and (2) approaches and techniques for providing appropriate services.

- Coordinate with the Administration on Aging to assure closer cooperation through planned individual and joint projects designed to develop and evaluate effective and appropriate programs for library services to the aging including pre-service and in-service training programs.

- Provide national leadership, information, research, and assistance concerning the development and evaluation of library services to the aging.

Other objectives can be envisioned; however, the foregoing are considered to have the most urgent immediate priority for the federal government.

3. ORGANIZATION FOR THE PLANNING, DEVELOPMENT, AND EVALUATION OF LIBRARY SERVICES TO THE AGING SHOULD BE STRENGTHENED AT THE FEDERAL, STATE, AND LOCAL LEVELS

The organizational structures of library agencies at each level should formally provide staff-structure responsibility for strengthening library services to the aging.

- Consistent with the legislative mandate previously recommended, the U.S. Office of Education should establish an identifiable and visible staff program organization in its library agency to provide leadership in strengthening library services benefiting the aging. The U.S. Office of Education should also coordinate with the Administration on Aging in developing guidelines for the most effective means of providing services to the aging.

- The organizational structures of state library agencies should formally recognize the function of services to the aging as distinct from functions such as adult services. State library plans should formally include components concerned with library services benefiting the aging.

- Public libraries similarly should give greater emphasis to organization for services to the aging in their structures. This is discussed in more detail in recommendation 6.

4. THE STATES SHOULD GIVE HIGHER PRIORITY TO LIBRARY SERVICES TO THE AGING

The individual states, through their respective library agencies, should consider taking actions comparable to those recommended for the federal government. Legislative recognition and funding of library services to the aging can provide state library agencies with the specific mission and revenues to accord the aging a higher priority in program development.

State library agency plans and organizations should provide for a distinct program of services benefiting the aging. The program might include:

- Grants to local libraries to develop and strengthen services to the aging.

- Sponsorship of in-service training programs for library personnel working with the aging.

- Leadership, standard setting, and coordination of library services to the aging in state institutions including sponsorship of direct library services to the aging in selected state institutions.

- Provision of technical consultation and assistance to public libraries in developing, administering, and evaluating programs serving the aging.

- Maintenance of a clearinghouse for information and statistics on library services to the aging.

- Assessment of needs for library services to the aging in the state.

- Coordination with the state administration on aging in developing and evaluating library services to the aging.

Among the activities listed above, it is recommended that state library agencies give top priority in use of LSCA funds to supporting the delivery of direct library services to the public at either or both the state and local public library level. This will assure that library services to the aging will be increased to more adquate levels, and, at the same time, that competence and experience are being developed by personnel in agencies responsible for providing direct services.

5. PROGRAMS OFFERING THE MOST SERVICE FOR THE LOWEST UNIT COST SHOULD RECEIVE INCREASED EMPHASIS

In planning services to the aging, library agencies in recognition of the frequent isolation and loneliness of older persons should strive

to include the "personal touch" as much as possible in their programs. To assure the best use of limited financial resources in relation to service opportunities, library agencies should determine the cost of present and proposed services to the aging (extension services, special materials, and group programs) in terms of the number and types of aging clients served or to be served, and the cost per unit of service (institutional or home visit, provision of a certain type of equipment or material, meeting in or outside the library). As a general rule, priority in allocating resources should be assigned to programs that include services that reach the greatest numbers at the lowest cost. Although this should not be an arbitrary guideline, in view of the variety of physical and social handicaps possessed by the aging, the general objective should be the provision of universal access to library services by the aging within the constraints of limited resources.

6. PUBLIC LIBRARIES SHOULD INSURE THAT OPPORTUNITIES TO MEET THE SPECIAL NEEDS OF AGING INDIVIDUALS ARE INVESTIGATED AND DEVELOPED

Public libraries, as recommended for federal and state library agencies, should give services to the aging a higher priority in library planning, programming, budgeting, and organization.

The interests of the aging should be specifically represented by a member of the library staff assigned such responsibility on a part- or

full-time basis, depending on the size of the library. This person should be responsible to insure that:

- The library provides services to the aging to meet individual requirements and interests.
- Working relationships and joint programs are established and maintained with other groups serving the aging in the community.
- In-service programs are provided to make staff more aware of opportunities and service delivery techniques associated with library services to older persons.
- Aging persons are made aware of programs and resources available including:
  - Extension service
  - Special materials, including Division for the Blind and Physically Handicapped services.
- Services to the aging are advertised using such media as:
  - Radio
  - Television
  - Newspaper
  - Local organizations.
- Opportunities to obtain funding, public and philantropic in addition to LSCA grants, are investigated and utilized.

The staffs of units delivering regular library services should continue to be primarily responsible for the actual provision of library services that benefit older persons.

Whether the duties of an "ombudsman" for the aging should become the primary or an additional responsibility of a staff member depends upon the size of the library and the characteristics of its service area. Conceivably, the staff member responsible for the aging could also be assigned similar duties on behalf of other groups having demonstrated need for enriched or unique library services. Regardless of the mode of organization decided upon, the important principle to be advanced is that responsibility for planning, coordinating, and evaluating library services to the aging is clearly and formally recognized in the organization of the public library.

7. THE USE OF THE AGING AS PAID EMPLOYEES FOR WORK WITH THEIR PEERS SHOULD BE SUBSTANTIALLY EXPANDED

Many aging persons possess special understanding of the needs and interests of older persons and skills and abilities in interpersonal relations that could benefit many organizations. Retirement at an arbitrary age deprives society of these skills and often creates a loss of personal worth and identity in the life of the aging person. Furthermore, many among the aging would benefit from additional income to supplement their current resources.

Libraries should seek ways of using aging persons for:

- Liaison with aging organizations
- Book delivery to homebound aging persons

- Advertising and promoting library services benefiting the aging.

The library could benefit from highly effective and relatively low-cost personnel. The aging individual could benefit from new interests, employment, and income.

8. FURTHER RESEARCH SHOULD BE UNDERTAKEN WHICH BUILDS ON THE FINDINGS AND RECOMMENDATIONS OF THIS STUDY

Because of the limitations in the scope and methodology of this study, the importance of the subject of library services to the aging, and the implications of the findings and recommendations resulting from this study, further research is justified.

Priority areas for attention are mentioned and described in Chapter I of this report. In summary, these include:

- Undertaking a survey of the universe of public libraries to provide base-line data on library services to the aging.
- Undertaking a survey of institutional library services to the aging directed toward the institutions themselves.
- Undertaking a survey of user-nonuser needs of the aging for library services.

* * * * *

This chapter concludes the report having described and evaluated selected library services to the aging. It is hoped that the report will provide useful information to individuals concerned and responsible for improving library services to a tenth of America's population.

APPENDIXES

INDEX OF APPENDIXES

	Appendix
EXCERPTS FROM "1971 WHITE HOUSE CONFERENCE ON AGING--A REPORT TO THE DELEGATES FROM THE CONFERENCE SECTIONS AND SPECIAL CONCERNS SESSIONS"	A
GOVERNMENT AGENCY AND LIBRARY SCHOOL QUESTIONNAIRES AND FOLLOW-UP LETTERS	B
BACKGROUND INTERVIEWS	C
BIBLIOGRAPHY	D
PUBLIC AND INSTITUTIONAL LIBRARY QUESTIONNAIRES AND FOLLOW-UP LETTERS	E
STATE LIBRARY AGENCY AND PUBLIC LIBRARY STAFFS INTERVIEWED	F
PUBLIC LIBRARIES SURVEYED	G
LIBRARY SCHOOLS SURVEYED	H

APPENDIX A

Excerpts from
"1971 White House Conference on Aging
A Report to the Delegates from the
Conference Sections and Special Concerns Sessions"

Excerpts from
"1971 WHITE HOUSE CONFERENCE ON AGING
A REPORT TO THE DELEGATES FROM THE
CONFERENCE SECTIONS AND SPECIAL CONCERNS SESSIONS"

Excerpt from page 2:

"For older persons to participate in educational programs; agencies, organizations; and government must provide incentives. These incentives should be aimed at eliminating specific barriers to the availability and accessibility of educational services for older persons including transportation, free attendance, subsistence, auditing privileges, relaxed admission requirements, flexible hours, convenient locations and subsidies to sponsors and removal of legal barriers.

"Public libraries serve to support the cultural, informational and recreational aspirations of all residents at many community levels. Since older adults are increasingly advocating and participating in lifetime education, we recommend that the public library, because of its nearby neighborhood character be strengthened and used as a primary community learning resource. Adequate and specific funding for this purpose must be forthcoming from all levels of government and most importantly from private philanthropy.

"We recommend further that the Library Services and Construction Act be amended to include an additional title to provide library services for the older persons.

"Emphasis should be given at every level of education to implement and expand the expressed educational objective of 'worthy use of leisure.' Education must be directed toward an acceptance of the dignity and worth of non-work pursuits as well as toward development of leisure skills and appreciations."

Excerpt from page 53:

POLICY RECOMMENDATION #6 Majority Recommendation

"Older persons should be served by an integrated system, sharing equitably with other age groups those facilities, programs and services suitable and appropriate to the needs of the general population but they should also have the benefit of specialized facilities, programs and services based on their distinctive needs."

APPENDIX B

Government Agency and Library School Questionnaires and Follow-Up Letters

BOOZ • ALLEN & HAMILTON Inc
Management Consultants

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
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600 UNION COMMERCE BUILDING
CLEVELAND • 44115
696-1900
AREA CODE 216

August 10, 1971

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the U.S. Office of Education, to conduct a study concerning services by libraries to the aging. The results of this study will be used at the White House Conference on Aging, to be held in November-December of this year. The recommendations of this study may be influential in charting future national policy regarding library services to the aging at the local, state, and national levels.

In the first phase of the study, we are asking state librarians to identify all library programs within their states which serve the aging. For purposes of the study, we are defining aging as persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons. Obviously, your complete and thorough identification of services for the aging is crucial. We are further requesting that you provide information concerning state library activities for the aging and your opinion of need in this area.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging. We hope that the study will serve as a basis for future research in this field.

Since the project will continue with follow-up surveys to some of the libraries you have designated, the need for your prompt cooperation is vital. We request that the enclosed questionnaire be returned no later than August 20, 1971.

Thank you for your help.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

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STUDY OF LIBRARY SERVICES FOR THE AGING
QUESTIONNAIRE - STATE LIBRARY AGENCIES

Name of State Library Agency_____

Name and Title of Person Reporting_____

I. PUBLIC LIBRARY PROGRAMS OR SERVICES

The purpose of the information sought in this section is to identify formal library programs or services offered or to be offered primarily for the aging (those 65 years and older) and to ascertain what kind of funding has been available for these services.

For purposes of this study, these programs or services include those that are offered specially for the aging--the well, shut-in, and institutionalized--as well as services in which 50% or more of the participants are 65+ years. These programs or services should not include regular or routine services provided on an individual basis in the library.

1. Under this definition, please identify current public library programs or services in your state and those terminated since 1960. Please indicate the programs you consider to be exemplary, if any, by marking 1 for the best and continuing in descending order among those five which you consider outstanding. (Please attach program descriptions, reports, or other pertinent information)

Brief Description of Service	Rank	Name and Location of Library	Source of Funding[1]	Amount of Funding[2]	Period of Operation From/To

Is this a complete listing of programs and services for the aging? If not, who can identify the remaining programs for us?

[1]Source of funding might include OEO, LSCA, Older Americans Act, local, state, etc.
[2]Please list the amount from each source for each year of operation.

2. Please list services to the aging that are definitely planned (funding allocated) by public libraries.

	Brief Description of Service	Name and Location of Library	Source of Funding	Amount of Funding	Date Service To Be Established
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

II. STATE ACTIVITIES CONCERNED WITH SERVICES FOR THE AGING

These questions are designed to determine the scope and extent of state activities concerned with library programs and services for the aging from all sources other than public libraries listed in Section I.

1. Please list library programs or services for the aging conducted since 1960 by your state institutions (e.g., hospitals, old soldiers' homes, mental hospitals, etc.).

Brief Description of Program or Service	Name and Location of Institution	Source of Funding[1]	Amount of Funding[2]	Period of Operation From/To

Is this a complete listing of programs and services for the aging? If not, who can identify the remaining programs for us?

2. Please list agencies or formal groups, such as a commission on aging, concerned with the aging in which the state library agency is represented or with which it has a definite relationship.

Agency or Group	Relationship

[1]Source of funding might include OEO, LSCA, Older Americans Act, local, state, etc.
[2]Please list the amount from each source for each year of operation.

3. If any library agency staff have specific responsibility, full- or part-time, for coordinating library programs or services for the aging, please identify.

Name	Title	Duties and Responsibilities Concerned With Aging	Approximate % of Time Required

4. Indicate the ways the state library agency promotes the capacity of public libraries to develop and provide programs and services for the aging. (Rank by order of importance from 1 to 6)

_____ Consultative services
_____ Staff development and training
_____ Direct services (such as bookmobiles or deposits in homes for the aged)
_____ Provision of funds
_____ Publications
_____ Other (please specify)

5. What funds has the state library agency specifically budgeted for services to the aging since 1960?

1960		1966	
1961		1967	
1962		1968	
1963		1969	
1964		1970	
1965		1971	

6. What other state agencies carry responsibilities for providing library services to the aging?

	Agency	Location	Service Provided
1.			
2.			
3.			
4.			
5.			

7. What responsibilities does the state library agency have for any institutional libraries serving the aging or for other special services for the aging in which 50% of the clientele is 65+? (Please include those which have been terminated since 1960)

	Brief Description of Service	Name and Location of Library or Service	Source of Funding[1]	Amount of Funds Allocated for Services for the Aging[2]	Date Service Was Established
1.					
2.					
3.					
4.					
5.					

[1]Source of funding might include OEO, LSCA, Older Americans Act, local, state, etc.

[2]Please list the amount from each source for each year of operation.

8. If additional library programs or services for the aging are planned by the state library agency, please identify and describe them.

Service	Brief Description

III. IDENTIFICATION OF NEED

To assist in recommending the future direction of program emphasis and development in library services (including state institutional services) to the aging, the following types of information will be extremely valuable. (Please attach any reports or printed materials that are available)

1. If any studies have been conducted to identify the characteristics or library needs of the aging in your state, please identify and describe them. How have such studies been used in planning library programs or services to the aging?

Name of Study	Brief Description	Planning Use

2. What library programs or services are needed by the aging but unavailable in your state? Why?

3. What can be done to expand and extend library programs or services for the aging in your state?

4. What are the major barriers or constraints to expansion of such services in your state?

5. Please rank the relative priority for program development among the following age groups.

_____ Children (6-12)
_____ Young people (13-20)
_____ Adults (21-64)
_____ Aging (65+)

THANK YOU FOR YOUR TIMELY COOPERATION

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Hopefully, you have received a questionnaire under date of August 10, 1971, which initiates the national study of library services to the aging which we are conducting under the sponsorship of the Cleveland Public Library in preparation for the forthcoming White House Conference on Aging. I hope, also, that you will understand that the date given for return of the questionnaire was dictated by the relatively short period of time between now and late October when the initial results of the study should be processed for use by participants in the Conference.

This questionnaire to state library agencies is the initial step in the study which will provide us with "leads" to public libraries and institutions in your state which sponsor special services to the aging or to a clientele of which 50% or more are individuals 65 years or older.

Because this study is national in scope and significant to libraries and to the institutions concerned with the problems of the aging, we would like to have a 100% response from the 50 state library agencies. Therefore, we respectfully request that, recommended deadlines notwithstanding, you take the necessary time to complete as many questions as possible and return the questionnaire to the above address. For your convenience, an additional copy of the questionnaire is enclosed.

Thank you for your cooperation.

Sincerely yours,

DWM:jl
Enclosure

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Thank you for responding to our questionnaire of August 10, 1971, concerned with national library services to the aging--a project that we are undertaking for the Cleveland Public Library in preparation for the November-December White House Conference on Aging.

The information which you have furnished permits us to obtain further information from public libraries and institutions in your state which provide library services to the aging. Thus, your response has been an essential first step in our study.

Please convey our deepest appreciation to all those of your staff who assisted in the completion of the questionnaire.

Sincerely yours,

DWM:dh

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August 20, 1971

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the U.S. Office of Education, to conduct a study concerning services by libraries to the aging. The results of the study will be used at the White House Conference on Aging to be held in November-December of this year. The recommendations of this study may be influential in charting future national policy regarding library services to the aging at the local, state, and national levels.

As part of our research, we are investigating the characteristics of the aging population of the United States on a state-by-state basis. Our efforts to date have introduced us to a number of formal studies on the characteristics of the aging which have been conducted by individual states and which have been most helpful for our study. If such a study has been completed in your state since 1967, we would very much appreciate obtaining a copy.

We are also asking the directors of state commissions on aging to assist us by providing their judgment concerning what library services are required by the aging and by identifying library programs or services which now exist. For purposes of the study, we are defining aging as

persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging. We hope that the study will serve as a basis for further research in this field.

Since the project will continue with follow-up surveys to some of the libraries you have designated, the need for your prompt cooperation is vital. We request that the enclosed questionnaire and applicable studies on the aging be forwarded no later than September 1, 1971, using the enclosed envelope addressed to:

Booz, Allen & Hamilton, Inc.
600 Union Commerce Building
Cleveland, Ohio 44115.

Thank you for your help.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

mk

Enclosures

STUDY OF LIBRARY SERVICES TO THE AGING
QUESTIONNAIRE--CHARACTERISTICS OF THE AGING

State _____
Name of the Agency _____
Name and Title of Person Reporting _____

As a member of that body within your state concerned with the problems of the aging, we hope that you will assist us by providing your opinion regarding the characteristics of the aging and their need for library services.

1. Please provide the following population data (by county) for 1970. Use additional pages if necessary. (Please omit the question if this information is provided within an enclosed study on the aging.)

County	Population	Number of Persons 65 or Over	Number of Institutionalized Persons 65 or Over

2. Do you feel that the aging have a particular need for library programs or services? Why?

3. What are the needs of your state's aging population for library programs or services?

4. What library programs or services are needed by the aging but not generally available in your state?

5. Please list any library program or service of which you are aware which is either specifically for the aging or in which over 50% of the participants are 65+ years.

Location	Brief Description

THANK YOU FOR YOUR TIMELY COOPERATION.

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Hopefully, you have received a questionnaire under date of August 20, 1971, which is an important part of the national study of library services to the aging which we are conducting under the sponsorship of the Cleveland Public Library in preparation for the forthcoming White House Conference on Aging. I hope, also, that you will understand that the date given for return of the questionnaire was dictated by the relatively short period of time between now and late October when the initial results of the study should be processed for use by participants in the Conference.

This questionnaire to state administrations on aging is one of the initial steps in the study which will provide us with demographic information and "leads" to public libraries and institutions in your state which sponsor special services to the aging or to a clientele of which 50% or more are individuals 65 years or older.

Because this study is national in scope and significant to libraries and to the institutions concerned with the problems of the aging, we would like to have a 100% response from the 50 state administrations on aging. Therefore, we respectfully request that, recommended deadlines notwithstanding, you take the necessary time to complete as many questions as possible and return the questionnaire to the above address. For your convenience, an additional copy of the questionnaire is enclosed.

Thank you for your cooperation.

Sincerely yours,

Douglas W. Metz
Vice President

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Thank you for responding to our questionnaire of August 16, 1971, concerned with national library services to the aging--a project that we are undertaking for the Cleveland Public Library in preparation for the November-December White House Conference on Aging.

The information which you have furnished permits us to obtain further information from public libraries and institutions in your region which provide library services to the aging. Thus, your response has been an essential first step in our study.

Again, our deepest gratitude for your efforts on behalf of this study.

Sincerely yours,

Douglas W. Metz
Vice President

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DWM/jl

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August 19, 1971

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the U.S. Office of Education, to conduct a study concerning services by libraries to the aging. The results of this study will be used at the White House Conference on Aging, to be held in November-December of this year. The recommendations of this study may be influential in charting future national policy regarding library services to the aging at the local, state, and national levels.

We are asking the heads of the nation's library schools to assist us by identifying educational programs for training in the area of library services for the aging. We further ask that you provide us with information describing your assessment of needs in this area. For purposes of this study, we are defining aging as persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging. We hope that the study will serve as a basis for further research in this field.

Since the project will continue with follow-up surveys to some of the libraries or persons you have designated, the need for your prompt cooperation is vital. We request that the enclosed questionnaire be returned no later than September 1, 1971.

Thank you for your help.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

jl

STUDY OF LIBRARY SERVICES TO THE AGING
QUESTIONNAIRE--LIBRARY SCHOOLS

Name of School _____
Location _____
Name and Title of Person Reporting _____

I. EDUCATIONAL PROGRAMS CONCERNING LIBRARY SERVICES FOR THE AGING

The purpose of the information sought in this section is to identify formal training programs which are directed toward library services for the aging. For purposes of this study, such programs would include those offered since 1960 specifically for serving the aging or programs for persons with handicaps which generally befall the aging (e.g., poor eyesight, reduced physical coordination, etc.)

1. Please describe any course offered by your school since 1960 which would provide specific training in the field of library service to the aging. Please include enrollment by year.

2. What other programs have been offered since 1960 for library service to the aging:

   - Lectures
   - Seminars
   - Other (please specify)

II. IDENTIFICATION OF NEED

To assist in recommending the future direction of program emphasis and development in library services (including state institutional services) to the aging, the following types of information will be extremely valuable. (Please attach any reports or printed materials that may be available.)

1. If you know of any studies which have been conducted to identify the characteristics or library needs of the aging, please identify and describe them. How have such studies been used in planning library programs or services to the aging?

Name of Study	Brief Description	Planning Use

2. What library programs or services are needed by the aging but are generally unavailable? Why?

3. What can be done to expand and extend library programs or services for the aging?

4. What are the major barriers or constraints to expansion of such services?

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Hopefully, you have received a questionnaire under date of August 19, 1971, which is an important part of the national study of library services to the aging which we are conducting under the sponsorship of the Cleveland Public Library in preparation for the forthcoming White House Conference on Aging. I hope, also, that you will understand that the date given for return of the questionnaire was dictated by the relatively short period of time between now and late October when the initial results of the study should be processed for use by participants in the Conference.

This questionnaire to the heads of the nation's graduate schools of library science is one of the initial steps in the study which will provide us knowledge of formal education programs for training in the field of library service to the aging.

Because this study is national in scope and significant to libraries and to the institutions concerned with the problems of the aging, we would like to have a 100% response from the graduate library schools. Therefore, we respectfully request that, recommended deadlines notwithstanding, you take the necessary time to complete as many questions as possible and return the questionnaire to the above address. For your convenience, an additional copy of the questionnaire is enclosed.

Thank you for your cooperation.

Sincerely yours,

Douglas W. Metz
Vice President

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Thank you for answering our questionnaire of August 19, 1971, concerned with national library services to the aging--a project that we are undertaking for the Cleveland Public Library in preparation for the November-December White House Conference on Aging. We are particularly appreciative of your thoughtful response.

The information which you have furnished permits us to identify the contribution of graduate schools toward the field of library services to the aging and to record the opinion of educators in this area. Thus, your response has been an essential step in our study.

Please convey our deepest appreciation to all those of your staff who assisted in the completion of the questionnaire.

Sincerely yours,

Douglas W. Metz
Vice President

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August 16, 1971

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the U. S. Office of Education, to conduct a study concerning services by libraries to the aging. The results of this study will be used at the White House Conference on Aging, to be held in November-December of this year. The recommendations of this study may be influential in charting future national policy regarding library services to the aging at the local, state, and national levels.

LSCA funds have played a part in developing library services for the aging. We have reviewed LSCA program reports available at the Bureau of Libraries and Educational Technology, Department of Health Education and Welfare. However, we feel that your response is important not only to validate those findings but also to apprise us of other programs of which we are unaware, including particularly those programs started during 1971.

For purposes of the study, we are defining aging as persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons. Obviously, your complete and thorough identification of services for the aging is crucial. We are further requesting that you provide your opinion of need in the area of library services to the aging.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging. We hope that the study will serve as a basis for future research in this field.

Since the project will continue with follow-up surveys to some of the libraries you have designated, the need for your prompt cooperation is vital. We request that the enclosed questionnaire be returned no later than August 27, 1971.

Thank you for your help.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

svh

STUDY OF LIBRARY SERVICES FOR THE AGING
QUESTIONNAIRE--REGIONAL LSCA PROGRAM OFFICERS

Name of LSCA Region _____
Name and Title of Person Reporting _____

I. LIBRARY PROGRAMS OR SERVICES FOR THE AGING

The purpose of this section is to obtain a comprehensive listing of all library programs or services which were either specifically for the aging or in which over 50% of the participants were 65 or older.

1. Please list all programs under LSCA for library services for the aging. Please identify with an asterisk any program which you feel was exemplary.

Program Title and Brief Discription	Name and Location of Library	Sources of Funding[1]	Amounts of Funding[2]	Period of Operation From/To

2. Please identify any library program or service (including state institutional services) for the aging not funded under LSCA. Please mark with an asterisk those programs or services which you feel were exemplary.

Brief Description of Program or Service	Name and Location of Library

1. Please list separately the amounts from LSCA, state, local and other sources.
2. Please provide the amount from each source for each year of program operation.

II. IDENTIFICATION OF NEED

To assist in recommending the future direction of program emphasis and development in library services (including state institutional services) for the aging, the following information will be extremely valuable. (Please attach any reports or printed materials that may be available.)

1. What needs do you feel the aging population has for library programs or services within your region?

2. What library programs or services are needed by the aging but are unavailable in your region?

3. What can be done to expand and extend library programs or services for the aging within your region?

Thank you for your timely cooperation.

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Thank you for responding to our questionnaire of August 16, 1971, concerned with national library services to the aging--a project that we are undertaking for the Cleveland Public Library in preparation for the November-December White House Conference on Aging.

The information which you have furnished permits us to obtain further information from public libraries and institutions in your region which provide library services to the aging. Thus, your response has been an essential first step in our study.

Again, our deepest gratitude for your efforts on behalf of this study.

Sincerely yours,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

DWM/jl

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October 14, 1971

Under the sponsorship and direction of the Cleveland Public Library, Booz, Allen & Hamilton is conducting a study concerning library services for the aging. The scope of the study encompasses library programs and services for the aging provided in state and federal institutions as well as public libraries. The goals of the study are:

- To ascertain what libraries are doing or planning to do specifically for those 65 and older.
- To make recommendations, incorporating the thoughts of librarians throughout the country, regarding what should be done by libraries for the aging.

Our findings will be used by the White House Conference on Aging which will convene later this year. The recommendations of this study may be influential in developing future national policy regarding library programs and services for the aging at the local, state, and national levels.

We have experienced difficulty in identifying state and federal institutions (e.g., general hospitals, mental hospitals, old soldiers' homes, etc.) at which library programs or services for the aging are conducted. We are, therefore, in addition to questioning state library agencies, contacting state health authorities in the 12 most populous states to request further assistance.

Please list any state or federal institution within your state which conducts or might conduct library programs or services for the aging, giving the name of the institution, its location and, if possible, a brief description of the program or service, and return the information to:

Booz, Allen & Hamilton Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

using the enclosed, self-addressed envelope.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging.

Since the project will continue with follow-up surveys to the facilities you have designated, the need for your prompt cooperation is vital. We request that the information be returned within the next few working days, if possible.

Thank you for your help.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

jl

Enclosures

NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING
QUESTIONNAIRE--STATE HEALTH AGENCIES

STATE _____

NAME AND TITLE
OF PERSON REPORTING _____

Please list state or federal institutions which conduct or might conduct library programs or services for the aging.

Name of Institution	Location	Description of Program or Service

THANK YOU FOR YOUR TIMELY COOPERATION

Please return your questionnaire and accompanying materials in the enclosed, self-addressed envelope to:

Booz, Allen & Hamilton Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

APPENDIX C

Background Interviews

BACKGROUND INTERVIEWS

Hazel Austin, Veterans Administration

John Balkoma, Librarian, NCOA

Robert Bray, Library of Congress Division for the Blind and Physically Handicapped

Clifford Breen, Veterans Administration

Shirley Brother, LSCA Region IV, Program Officer

Mary Lee Bundy, University of Maryland

Lawrence Carlson, Institute of Lifetime Learning, AARP

Genevieve Casey, Wayne State University, Member, Research Panel

David Clift, Executive Director, ALA

Olivia Coulter, Editor of Aging, Administration on Aging

M. Delozier, National Institute for Health Statistics

Wilma Donohue, Staff, White House Conference on Aging

Henry Drennan, U.S. Office of Education, Member, Resource Panel

Henry Gartland, Veterans Administration

James Hahn, Library of Congress Division for the Blind and Physically Handicapped

Margaret Hannigan, Bureau of Libraries and Educational Technology (BLET)

Andrew Hanson, ALA

Arlene Hynes, St. Elizabeth Hospital, Washington, D.C.

H. Lee, Acting Director, Public Library of the District of Columbia

Michael Lognarito, Veterans Administration

Fern Long, Cleveland Public Library, Member, Resource Panel

Susan Lowe, Harper & Rowe

Clara Lucioli, Cleveland Public Library, Member, Resource Panel

L. Meyard, Veterans Administration

Samuel Meyerson, Simon & Schuster

Ira Phillips, American Library Association, Member, Resource Panel

Eleanor Phinney, Consultant in Services to the Aged, Member, Resource Panel

Leslyn Schmidt, Milwaukee Public Library, Member, Resource Panel

Harry Simonds, Viking Press

Eleanor Smith, LSCA Region II, Program Officer

Clark Tibbetts, Staff, White House Conference on Aging

Emily Tompkins, Administration on Aging

Michelle Vale, USDHEW

M. Villemore, New England Project on Education of the Aging

Pauline Winnick, Bureau of Libraries and Educational Technology (BLET)

APPENDIX D

Bibliography

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APPENDIX E

Public and Institutional Library
Questionnaires and Follow-Up Letters

BOOZ · ALLEN & HAMILTON Inc
Management Consultants

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
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600 UNION COMMERCE BUILDING
CLEVELAND · 44115
696-1900
AREA CODE 216

Under the sponsorship and direction of the Cleveland Public Library, Booz, Allen & Hamilton is conducting a study concerning library services for the aging. The scope of the study encompasses programs conducted by state and local libraries and libraries at federal and state institutions. Our task, briefly, is to ascertain what libraries are doing and planning to do for those 65 and older and what, in the opinion of librarians throughout the country, should be done. Our findings will be used by the White House Conference on Aging, which will convene later this year. The recommendations of this study may be influential in developing future national policy regarding library programs and services for the aging at the local, state, and national levels.

Your library has been cited as one that has provided programs or services for the aging. We are requesting all public libraries that have provided such programs or services to describe their efforts and provide their opinions regarding service to the aging using the enclosed questionnaire. For purposes of the study, we are defining aging as persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons.

The data collected in this study will provide a comprehensive listing of current programs and the resources allocated for library services for the aging. We hope that the study will serve as a basis for future research in this field.

Your help in this endeavor is very much appreciated. After evaluating the completed questionnaires, we intend to conduct personal interviews to further discuss programs of particular significance or merit. We, therefore, request that your completed questionnaire be returned in the enclosed, self-addressed envelope to:

Booz, Allen & Hamilton, Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

no later than September 1, 1971.

Thank you very much.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

NATIONAL STUDY OF LIBRARY SERVICES TO THE AGING
QUESTIONNAIRE--PUBLIC LIBRARIES

Name of Library_____

Address_____ City_____ State_____

Name and Title of Person Reporting_____

I. GENERAL INFORMATION ON YOUR LIBRARY

1. Approximately what percentage of the users of your library are: Urban _____ Suburban _____ Rural _____

2. Please indicate the

   a. Population of the library's primary service area_____
   b. Number of persons 65 years or older in service area_____
      (If you do not have this information at hand, please contact your county or state planning agency for this and any pertinent information concerning the aging population. This information is vital to the success of this study.)
   c. Number of full-time equivalent employees_____
   d. Total operating expenditures of the library for the current fiscal year_____

II. PROGRAMS OR SERVICES WHICH YOUR LIBRARY NOW PROVIDES TO THE AGING

For purposes of this study, programs or services to the aging include those that are (1) offered specially for the aging--the well, shut-in, and institutionalized--as well as (2) services in which 50% or more of the participants are 65+ years. These programs or services should not include regular or routine services provided on an individual basis, such as special shelves and book lists.

In the questions below, please give as much information as possible concerning your library's past, present, and planned programs or services to the aging. If a program or service has been offered since 1960 but subsequently terminated, please indicate date of and reason for termination. We would also appreciate receiving appropriate reports, brochures, etc., that are available. Please provide the following information for each library program or service previously or now serving the aging and specify planned programs or services for which funds have been allocated.

	Title of Program or Service[1]	Number of 65+ Persons Regularly Served	Source of Funds[2]	Amount of Funds[3]	Organization Unit Responsible	Title of Person Responsible	Number of Full-Time Equivalent Staff Providing Program or Service
3a.	Extension of Library Services (e.g., bookdrop, bookmobile, home-bound services, and sub-branches in housing projects for the aged)						
3b.	Special Resources (e.g., large print, talking books, reading aids, and magnifiers)						
3c.	Special Programs In the Library (e.g., book talks, films, and library clubs)						
3d.	Special Programs Out of the Library (e.g., services to the aging through other organizations such as book talks and through the news media such as radio and TV)						

[1] If written objectives have been developed for any program or service, please enclose them with this questionnaire.
[2] If any of the programs or services appear as specific line items in the library's budget, please provide budget item and amount.
[3] If there has been funding over a period of years, please show funding by year on a separate sheet.

4. How much in total does your library budget for programs and services to the aging (as defined by this study) for the current fiscal year for the following:

a. Personnel salaries $_____
b. Materials $_____
c. Total $_____

5. Please describe below any relationships which may exist between your library and community agencies and organizations which involve library services to the aging.

Name of Community Agency or Organization	Description of Relationship

III. YOUR LIBRARY'S ASSESSMENT OF FUTURE NEEDS FOR LIBRARY PROGRAMS OR SERVICES TO THE AGING

6. Using a priority scale of 1 (highest) to 4 (lowest), please rank the relative importance for program development which your library now assigns to programs or services to the following age groups.

a. _____ Children (6-12)
b. _____ Young People (13-20)
c. _____ Adults (21-64)
d. _____ Aging (65+)

7. Using a priority scale of 1 (highest) to 4 (lowest), please rank the relative importance for future program development which you think your library should assign to the following age groups.

a. _____ Children (6-12)
b. _____ Young People (13-20)
c. _____ Adults (21-64)
d. _____ Aging (65+)

8. What library programs or services are needed by the aging but are generally unavailable? Why?

9. What, if anything, should be done to expand and extend library programs or services to the aging?

10. What are the major barriers or constraints to expansion or extension of programs or services to the aging?

IV. STAFF DEVELOPMENT AND TRAINING RELATED TO LIBRARY SERVICES TO THE AGING

11. Please describe your library's policies concerning financial support, release time, frequency of attendance, number of participants, etc., for outside training programs for library staff concerning services to the aging.

240

12. To what extent does your library provide such in-service training directly?

13. How many employees used either in-house or outside training opportunities during:

a. 1968? _____
b. 1969? _____
c. 1970? _____

V. EMPLOYMENT OF THE AGING BY THE LIBRARY

14. Does your library utilize any persons 65+ as

a. Employees? Yes _____ No _____ If yes, how many? _____
b. Volunteers? Yes _____ No _____ If yes, how many? _____

THANK YOU FOR YOUR TIMELY COOPERATION

We anticipate that the results of this questionnaire and study will be generally disseminated with initial results for consideration by the 1971 White House Conference on the Aging and, subsequently, through the literature on library services to the aging.

Please return your questionnaire and accompanying materials in the enclosed, self-addressed envelope to:

Booz, Allen & Hamilton Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

BOOZ · ALLEN & HAMILTON Inc
Management Consultants

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CLEVELAND · 44115
696-1900
AREA CODE 216

Hopefully, you have received a questionnaire under date of which is an important part of the national study of library services to the aging which we are conducting under the sponsorship of the Cleveland Public Library in preparation for the forthcoming White House Conference on Aging. I hope, also, that you will understand that the date given for return of the questionnaire was dictated by the relatively short period of time between now and late October when the initial results of the study should be processed for use by participants in the Conference.

This questionnaire to public libraries with programs or services for the aging forms one of the key elements of our study. Obviously, we must identify as many programs or services as possible in order to properly describe the present status of library service to the aging.

Because this study is national in scope and significant to libraries and to the institutions concerned with the problems of the aging, we would like to have a 100% response from all public libraries we have identified. Therefore, we respectfully request that, recommended deadlines notwithstanding, you take the necessary time to complete as many questions as possible and return the questionnaire to the above address. For your convenience, an additional copy of the questionnaire is enclosed.

Thank you for your cooperation.

Sincerely yours,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

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Thank you for responding to our questionnaire concerned with national library services to the aging--a project that we are undertaking for the Cleveland Public Library in preparation for the November-December White House Conference on Aging.

The information which you have furnished regarding your programs and services for the aging is now being incorporated into our report. We anticipate that the results of this study will be generally disseminated with initial results for consideration by the 1971 White House Conference and, subsequently, through the literature on library services to the aging.

Please convey our deepest appreciation to all those of your staff who assisted in the completion of the questionnaire.

Sincerely yours,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

DWM/jl

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September 1, 1971

Under the sponsorship and direction of the Cleveland Public Library, Booz, Allen & Hamilton is conducting a study concerning library services for the aging. The scope of the study encompasses library programs and services for the aging provided in state and federal institutions, as well as public libraries. The goals of the study are:

- To ascertain what libraries are doing or planning to do specifically for those 65 and older.
- To make recommendations, incorporating the thoughts of librarians throughout the country, regarding what should be done by libraries for the aging.

Our findings will be used by the White House Conference on Aging, which will convene later this year. The recommendations of this study may be influential in developing future national policy regarding library programs and services for the aging at the local, state, and national levels.

In order to determine what library services for the aging are being provided within institutions, we have selected a small sample from among those state or federal institutions identified as actual or potential providers of programs or services for the aging. Your library is one of that sample population.

The enclosed questionnaire is designed to determine (1) what programs or services, if any, are provided for the aging at your institution and (2) your opinion of what are the library needs of the aging population. For purposes of this study, we are defining aging as persons 65 years and older and defining applicable programs as those which either are designed specifically for the aging or in which over 50% of the participants are aging persons.

Since our sample population is small, and much remains to be learned about this area of library service, your help in this endeavor is very much appreciated. After evaluating the completed questionnaires, we intend to conduct some personal interviews to further discuss programs of particular significance or merit. We, therefore, request that your completed questionnaire be returned in the enclosed, self-addressed envelope to:

Booz, Allen & Hamilton, Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

within the next few working days, if possible, so we can incorporate your thinking in our report to the White House Conference.

Thank you very much for your cooperation and participation.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

Enclosures

STUDY OF LIBRARY SERVICES FOR THE AGING
QUESTIONNAIRE--LIBRARIES IN SELECTED FEDERAL AND STATE INSTITUTIONS

Name of Institution _____

Address _____

Name and Title of Person Reporting _____

I. GENERAL INFORMATION ON YOUR INSTITUTION

Please indicate the:

- Total number of persons who are presently using the facilities or services of your institution _____
- Number of persons 65 years or older from among this group _____
- Number of full-time equivalent individuals engaged in library work for institutional residents/patients:

  Employees _____
  Volunteers _____

- Number of persons 65 years or older who regularly assist in operating the library for institutional residents/patients _____
- Amount budgeted for library services for residents/patients:

  Materials _____
  Personnel _____

  Total _____

II. SERVICES FOR THE AGING PROVIDED WITHIN YOUR INSTITUTION

This section is designed to gather descriptions of past and presently operated library programs or services for the aging. For purposes of this study, programs or services to the aging include those that are (1) offered specially for the aging--the well, shut-in, and institutionalized--as well as (2) services in which 50% or more of the participants are 65+ years.

1. Please identify programs or services for the aging provided within your institution since 1960.

Brief Description of Program or Service	Current or Discontinued?	Number of 65+ Persons Regularly Served by Each Program or Service

Please attach additional sheets as necessary.

2. If financial support for these programs or services are derived from sources other than the normal means of income for the institution (e.g., LSCA grants, Older American Act grants, private donations, etc.), please describe the source and amount of funds received.

III. NEEDS OF THE AGING WITHIN INSTITUTIONS

3. What library programs or services are needed by the aging but are generally unavailable? Why?

4. What, if anything, should be done to expand and extend library programs or services to the aging?

5. What are the major barriers or constraints to expansion or extension of programs or services to the aging?

THANK YOU FOR YOUR TIMELY COOPERATION

We anticipate that the results of this questionnaire and study will be generally disseminated with initial results for consideration by the 1971 White House Conference on the Aging and, subsequently, through the literature on library services to the aging.

Please return your questionnaire and accompanying materials in the enclosed, self-addressed envelope to:

Booz, Allen & Hamilton Inc.
600 Union Commerce Building
Cleveland, Ohio 44115

APPENDIX F

State Library Agency and
Public Library Staffs Interviewed

STATE LIBRARY AGENCY AND PUBLIC LIBRARY STAFFS INTERVIEWED

STATE LIBRARY AGENCIES

NEW YORK

John Humphrey
Maria Tolman

NORTH CAROLINA

Philip Ogilvie
Ophelia Irving

OHIO

Joseph Shubert

WASHINGTON

Maryann Reynolds

PUBLIC LIBRARIES

CALIFORNIA

Los Angeles Public Library
Los Angeles, California
Edith Bishop

San Francisco Public Library
San Francisco, California
John Anderson
Anne Kincaid
Gerald Roth
Espert Sugg

COLORADO

Boulder Public Library
Boulder, Colorado
Marcelee Gralapp
Marian Cooper

Penrose Public Library
Colorado Springs, Colorado
Lucille Jezek
Alma Sheff

FLORIDA

Hillsborough County Library System
Tampa, Florida
Janis Coker

Manatee County Library System
Bradenton, Florida
Catherine Ramsey
Beverly Huff

IDAHO

Boise Public Library
Boise, Idaho
William Hayes
Rachel Fenske

MARYLAND

Baltimore County Public Library
Towson, Maryland
Charles Robinson
Jean Barry Molz

Enoch Pratt Free Library
Baltimore, Maryland
Emily Reed

MASSACHUSETTS

Boston Public Library
Boston, Massachusetts
Philip McNiff
John Carroll
Kathleen Hegarty

Needham Free Public Library
Needham, Massachusetts
Vivian McIver

MICHIGAN

Detroit Public Library
Detroit, Michigan
Kenneth King
Freddiemage Brown
Dorothy Romani

MISSOURI

Daniel Boone Regional Library
Columbia, Missouri
Gene Martin

St. Louis Public Library
St. Louis, Missouri
James Michael

NEW YORK

Adriance Memorial Library
Poughkeepsie, New York
Charles Dietz
James Brock

Brooklyn Public Library
Brooklyn, New York
Roy Miller

Nassau County Library System
Garden City, New York
Muriel Javelin

NORTH CAROLINA

Wake County Public Libraries
Raleigh, North Carolina
William O'Shea
George Viele
Dennis Bruce
Mollie Lee
Thernotta Curtis

OHIO

Cleveland Public Library
Cleveland, Ohio
Fern Long
Clara Lucioli
Katherine Prescott
Hilda Miller
Germaine Gibian
Elizabeth Baker
Dorothy Fleak

OKLAHOMA

Tulsa City-County Library
Tulsa, Oklahoma
Allie Beth Martin
Pat Woodrum

PENNSYLVANIA

The Free Library of Philadelphia
Philadelphia, Pennsylvania
Peggy Grover

TEXAS

Dallas Public Library
Dallas, Texas
Margaret Warren
Jean Brooks

WASHINGTON

Pierce County Library
Tacoma, Washington
Carolyn Else
Carl Holland

WISCONSIN

Milwaukee Public Library
Milwaukee, Wisconsin
Richard Krug
Paul Gratke
Darlene Blakely

APPENDIX G

Public Libraries Surveyed

PUBLIC LIBRARIES SURVEYED

ALABAMA

Public Library of Anniston & Calhoun County
Anniston, Alabama

Birmingham Public & Jefferson County Free Library
Birmingham, Alabama

George S. Houston Memorial Library
Dothan, Alabama

Huntsville Public Library
Huntsville, Alabama

ALASKA

ARIZONA

Flagstaff City-Coconino County Library
Flagstaff, Arizona

Scottsdale Public Library
Scottsdale, Arizona

Tucson Public Library
Tucson, Arizona

ARKANSAS

White River Regional Library
Batesville, Arkansas

Arkansas River Valley Regional Library
Dardanelle, Arkansas

North Arkansas Regional Library
Harrison, Arkansas

Little Rock Public Library
Little Rock, Arkansas

Hot Spring County Library
Malvern, Arkansas

CALIFORNIA

Fresno County Free Library
Fresno, California

Inglewood Public Library
Inglewood, California

Los Angeles Public Library
Los Angeles, California

Mountain View Public Library
Mountain View, California

San Francisco Public Library
San Francisco, California

San Jose Public Library
San Jose, California

Santa Clara Valley Library System
Santa Clara, California

Ventura County-City Free Library
Ventura, California

COLORADO

Boulder Public Library
Boulder, Colorado

Canon City Public Library
Canon City, Colorado

Penrose Public Library
Colorado Springs, Colorado

Delta Public Library
Delta, Colorado

Denver Public Library
Denver, Colorado

Durango Public Library
Durango, Colorado

Englewood Public Library
Englewood, Colorado

Mesa County Public Library
Grand Junction, Colorado

Greeley Public Library
Greeley, Colorado

Weld County Library
Greeley, Colorado

Elbert County Library
Elbert-Lincoln County
Bookmobile
Kiowa, Colorado

Edwin A. Bemis Public
Library
Littleton, Colorado

Longmont Public Library
Longmont, Colorado

Montrose County Regional
District Library
Montrose, Colorado

Ordway Public Library
Ordway, Colorado

Palisade Public Library
Palisade, Colorado

Pueblo Regional Library
Pueblo, Colorado

Northeast Colorado
Regional Library
Wray, Colorado

Yuma Public Library
Yuma, Colorado

CONNECTICUT

Bethel Public Library
Bethel, Connecticut

Bridgeport Public Library
Bridgeport, Connecticut

Greenwich Library
Greenwich, Connecticut

Groton Public Library
Groton, Connecticut

Russell Public Library
Middletown, Connecticut

Milford Public Library
Milford, Connecticut

New Haven Free Public
Library
New Haven, Connecticut

Niantic Public Library
Niantic, Connecticut

Stamford Public Library
Stamford, Connecticut

CONNECTICUT (Cont'd)

Silas Bronson Public Library
Waterbury, Connecticut

DELAWARE

FLORIDA

Manatee County Library System
Bradenton, Florida

Volusia County Public Libraries
Daytona Beach, Florida

Jacksonville Public Library System
Jacksonville, Florida

Miami Public Library
Miami, Florida

Central Florida Regional Library
Ocala, Florida

Orlando Public Library
Orlando, Florida

Palmetto Public Library
Palmetto, Florida

Tampa Public Library
Tampa, Florida

Winter Park Public Library
Winter Park, Florida

GEORGIA

Albany Public Library
Albany, Georgia

Lake Blackshear Regional Library
Americus, Georgia

Athens Regional Library
Athens, Georgia

Atlanta Public Library
Atlanta, Georgia

Augusta Regional Library
Augusta, Georgia

Southwest Georgia Regional Library
Bainbridge, Georgia

Brunswick Regional Library
Brunswick, Georgia

Roddenbery Memorial Library
Cairo, Georgia

West Georgia Regional Library
Carrollton, Georgia

Northeast Georgia Regional Library
Clarkesville, Georgia

Chattahoochee Valley Regional Library
Columbus, Georgia

Satilla Regional Library
Douglas, Georgia

Oconee Regional Library
Dublin, Georgia

Flint River Regional Library
Griffin, Georgia

Tri-County Regional Library
Rome, Georgia

GEORGIA (Cont'd)

Savannah Public & Chatham-Effingham-Liberty Regional Library
Savannah, Georgia

Coastal Plain Regional Library
Tifton, Georgia

Ohoopee Regional Library
Vidalia, Georgia

HAWAII

IDAHO

Boise Public Library
Boise, Idaho

Lewistown Public Library
Lewiston, Idaho

Nampa Public Library
Nampa, Idaho

Pocatello Public Library
Pocatello, Idaho

Sandpoint Public Library
Sandpoint, Idaho

Twin Falls Public Library
Twin Falls, Idaho

ILLINOIS

Mercer Township Free Public Library
Aledo, Illinois

Bedford Park Public Library
Bedford Park, Illinois

Bensenville Community Public Library
Bensenville, Illinois

Withers Public Library
Bloomington, Illinois

Bridgeview Public Library
Bridgeview, Illinois

Brookfield Free Public Library
Brookfield, Illinois

Shawnee Library System
Carterville, Illinois

Champaign Public Library
Champaign, Illinois

Chicago Public Library
Chicago, Illinois

Vespasian Warner Public Library
Clinton, Illinois

Crystal Lake Public Library
Crystal Lake, Illinois

DeKalb Public Library
DeKalb, Illinois

Des Plaines Public Library
Des Plaines, Illinois

Dundee Township Library
Dundee, Illinois

East Moline Public Library
East Moline, Illinois

East St. Louis Public Library
East St. Louis, Illinois

ILLINOIS (Cont'd)

Helen Matthes Library
Effingham, Illinois

Gail Borden Public Library
Elgin, Illinois

El Paso Public Library
El Paso, Illinois

Fairfield Public Library
Fairfield, Illinois

Farmer City Public Library
Farmer City, Illinois

Galesburg Public Library
Galesburg, Illinois

Geneseo Township Public Library
Geneseo, Illinois

Glen Ellyn Free Public Library
Glen Ellyn, Illinois

Glenview Public Library
Glenview, Illinois

Joliet Public Library
Joliet, Illinois

Kankakee Public Library
Kankakee, Illinois

Knoxville Public Library
Knoxville, Illinois

La Grange Public Library
La Grange, Illinois

Lyons Public Library
Lyons, Illinois

Macomb City Public Library
Macomb, Illinois

Moline Public Library
Moline, Illinois

Warren County Library
Monmouth, Illinois

Allerton Public Library
Monticello, Illinois

Mount Carmel Public Library
Mount Carmel, Illinois

Mount Vernon Public Library
Mount Vernon, Illinois

Nichols Library
Naperville, Illinois

Niles Public Library
Niles, Illinois

Northbrook Public Library
Northbrook, Illinois

Palatine Public Library
Palatine, Illinois

Carnegie-Schuyler Library
Pana, Illinois

Peoria Public Library
Peoria, Illinois

Pontiac Public Library
Pontiac, Illinois

Riverside Public Library
Riverside, Illinois

Rock Island Public Library
Rock Island, Illinois

ILLINOIS (Cont'd)

Rockford Public Library
Rockford, Illinois

Lincoln Library
Springfield, Illinois

Summit-Argo Public Library
Summit, Illinois

Watseka Public Library
Watseka, Illinois

Waukegan Public Library
Waukegan, Illinois

Thomas Ford Memorial Library
Western Springs, Illinois

Wheaton Public Library
Wheaton, Illinois

Woodstock Public Library
Woodstock, Illinois

INDIANA

Bartholomew County Library
Columbus, Indiana

Elkhart Public Library
Elkhart, Indiana

Evansville Public Library & Vanderburgh County Public Library
Evansville, Indiana

Public Library of Fort Wayne & Allen County
Fort Wayne, Indiana

Gary Public Library
Gary, Indiana

Lake County Public Library
Independence Hill, Indiana

Indianapolis-Marion County Public Library
Indianapolis, Indiana

Marion Public Library
Marion, Indiana

New Albany-Floyd County Public Library
New Albany, Indiana

Peru & Miami County Public Library
Peru, Indiana

Morrisson-Reeves Library
Richmond, Indiana

Vigo County Public Library
Terre Haute, Indiana

Vincennes & Knox County Public Libraries
Vincennes, Indiana

IOWA

KANSAS

Ottawa Carnegie Free Library
Ottawa, Kansas

KENTUCKY

Lake Cumberland Regional Library
Columbia, Kentucky

Northern Kentucky Regional Library System
Covington, Kentucky

Pennyrile Regional Library
Hopkinsville, Kentucky

Pine Mountain Regional Library
Jenkins, Kentucky

Lexington Public Library
Lexington, Kentucky

Bluegrass Regional Library System
Nicholasville, Kentucky

Barren River Regional Library System
Russellville, Kentucky

LOUISIANA

Tangipahoa Parish Library
Amite, Louisiana

Baton Rouge Public Library
Baton Rouge, Louisiana

St. Bernard Parish Library
Chalmette, Louisiana

Audubon Regional Library
Clinton, Louisiana

Grant Parish Library
Colfax, Louisiana

St. Mary Parish Library
Franklin, Louisiana

Claiborne Parish Library
Homer, Louisiana

Lafayette Public Library
Lafayette, Louisiana

Calcasieu Parish Public Library
Lake Charles, Louisiana

Sabine Parish Library
Many, Louisiana

Webster Parish Library
Minden, Louisiana

Ouachita Parish Public Library
Monroe, Louisiana

Iberia Parish Library
New Iberia, Louisiana

West Carroll Parish Library
Oak Grove, Louisiana

Allen Parish Library
Oberlin, Louisiana

Lincoln Parish Library
Ruston, Louisiana

MAINE

Cary Library
Houlton, Maine

MARYLAND

Enoch Pratt Free Library
Baltimore, Maryland

Prince George's County
Memorial Library
Hyattsville, Maryland

Baltimore County Public Library
Towson, Maryland

Carroll County Public Library
Westminster, Maryland

MASSACHUSETTS

Boston Public Library & Eastern
Massachusetts Regional Public
Library System
Boston, Massachusetts

Public Library of Brookline
Brookline, Massachusetts

Gale Free Library
Holden, Massachusetts

Hyannis Public Library
Hyannis, Massachusetts

Lynn Public Library
Lynn, Massachusetts

Melrose Public Library
Melrose, Massachusetts

Millis Public Library
Millis, Massachusetts

Needham Free Public Library
Needham, Massachusetts

Newton Free Library
Newton, Massachusetts

Forbes Library
Northampton, Massachusetts

Berkshire Athenaeum
Pittsfield, Massachusetts

Thomas Crane Public Library
Quincy, Massachusetts

City Library
Springfield, Massachusetts

Tufts Library
Weymouth, Massachusetts

MICHIGAN

Lenawee County Library
Adrian, Michigan

Wayne County Federated
Library System
Allen Park, Michigan

Willard Public Library
Battle Creek, Michigan

Fred C. Fischer Library
Belleville, Michigan

Caroline Kennedy Library
Dearborn Heights, Michigan

Webster Memorial Library
Decatur, Michigan

Detroit Public Library
Detroit, Michigan

Flint Public Library
Flint, Michigan

Crawford County Library
Grayling, Michigan

MICHIGAN (Cont'd)

J. F. Kennedy Memorial Library
Harper Woods, Michigan

Alcona County Library
Harrisville, Michigan

Dickinson County Library
Iron Mountain, Michigan

Missaukee County Library
Lake City, Michigan

Orion Public Library
Lake Orion, Michigan

Lansing Public Library
Lansing, Michigan

Lapeer County Library
Lapeer, Michigan

Madison Heights Public Library
Madison Heights, Michigan

Grace A. Dow Memorial Library
Midland, Michigan

Wayne County Federated Library
Ortonville, Michigan

Oxford Public Library
Oxford, Michigan

Waterford Township Public Library
Pontiac, Michigan

St. Clair County Library System
Port Huron, Michigan

Riverview Public Library
Riverview, Michigan

Krause Memorial Library
Rockford, Michigan

Presque Isle County Library
Rogers City, Michigan

Menominee County Library
Stephenson, Michigan

Wayne County Federated Library
Wayne, Michigan

MINNESOTA

East Central Regional Library
Cambridge, Minnesota

Minnesota Valley Regional Library
Mankato, Minnesota

Anoka County Library
Minneapolis, Minnesota

Minneapolis Public Library
Minneapolis, Minnesota

Chippewa County Library System
Montevideo, Minnesota

Lake Agassiz Regional Library
Moorhead, Minnesota

Great River Regional Library
St. Cloud, Minnesota

St. Paul Public Library
St. Paul, Minnesota

MINNESOTA (Cont'd)

Arrowhead Library System
Virginia, Minnesota

Le Sueur-Waseca Regional Library
Waseca, Minnesota

Dakota County Library System
West St. Paul, Minnesota

MISSISSIPPI

MISSOURI

Daniel Boone Regional Library
Columbia, Missouri

St. Louis Public Library
St. Louis, Missouri

Current River Regional Library
Van Buren, Missouri

MONTANA

NEBRASKA

NEVADA

Ormsby Public Library
Carson City, Nevada

Churchill County Library
Fallon, Nevada

Douglas County Library
Minden, Nevada

Washoe County Library
Reno, Nevada

NEW HAMPSHIRE

NEW JERSEY

Bloomfield Public Library
Bloomfield, New Jersey

Camden Free Public Library
Camden, New Jersey

East Orange Free Public Library
East Orange, New Jersey

Monmouth County Library
Freehold, New Jersey

Johnson Free Public Library
Hackensack, New Jersey

Jersey City Free Public Library
Jersey City, New Jersey

Newark Public Library
Newark, New Jersey

Free Library of Philadelphia
Philadelphia, Pennsylvania
(Contracted by New Jersey for services to the blind)

Plainfield Public Library
Plainfield, New Jersey

Salem Public Library
Salem, New Jersey

Somerset County Library
Somerville, New Jersey

Library for the Blind & Handicapped
Trenton, New Jersey

Trenton Free Public Library
Trenton, New Jersey

NEW MEXICO

NEW YORK

Albany Public Library
Albany, New York

Buffalo & Erie County
Public Library
Buffalo, New York

Nassau Library System
Garden City, New York

Chautauqua-Cattaraugus Library
System
Jamestown, New York

Ramapo Catskill Library
System
Middletown, New York

Mount Vernon Public Library
Mount Vernon, New York

Nanuet Public Library
Nanuet, New York

New York Public Library
New York, New York

Adriance Memorial Library
Poughkeepsie, New York

Mid-Hudson Libraries
Poughkeepsie, New York

Rochester Public Library
Rochester, New York

Utica Public Library
Utica, New York

Westbury Memorial Public
Library
Westbury, New York

Westchester Library System
Westbury, New York

White Plains Public Library
White Plains, New York

NORTH CAROLINA

Randolph Public Library
Asheboro, North Carolina

Pender County Library
Burgaw, North Carolina

Concord Public Library
Concord, North Carolina

Sheppard Memorial Library
Greenville, North Carolina

Halifax County Library
Halifax, North Carolina

Henderson County Public
Library
Hendersonville, North Carolina

Wake County Public Library
Raleigh, North Carolina

Cleveland County Memorial
Library
Shelby, North Carolina

Public Library of Johnston
County and Smithfield
Smithfield, North Carolina

NORTH DAKOTA

Dickinson Public Library
Dickinson, North Dakota

Northeastern Dakota Bookmobile Library
Grafton, North Dakota

Mandan Public Library
Mandan, North Dakota

Minot Public Library
Minot, North Dakota

OHIO

Akron Public Library
Akron, Ohio

Chillicothe and Ross County Public Library
Chillicothe, Ohio

Public Library of Cincinnati and Hamilton County
Cincinnati, Ohio

Cleveland Public Library
Cleveland, Ohio

Fairport Public Library
Fairport Harbor, Ohio

Portage County District Library
Hiram, Ohio

Lakewood Public Library
Lakewood, Ohio

Washington County Public Library
Marietta, Ohio

Morley Library
Painesville, Ohio

Amos Memorial Public Library
Sidney, Ohio

Troy-Miami County Public Library
Troy, Ohio

OKLAHOMA

Tulsa City-County Library System
Tulsa, Oklahoma

OREGON

Coos Bay Public Library
Coos Bay, Oregon

Eugene Public Library
Eugene, Oregon

Public Library of Medford & Jackson City
Medford, Oregon

North Bend Public Library
North Bend, Oregon

The Public Library for Portland & Multnomah County
Portland, Oregon

PENNSYLVANIA

B. F. Jones Memorial Library
Aliquippa, Pennsylvania

Allentown Public Library
Allentown, Pennsylvania

Altoona Area Public Library
Altoona, Pennsylvania

Bethlehem Public Library
Bethlehem, Pennsylvania

Conococheague District Library
Chambersburg, Pennsylvania

Bucks County Free Library
Doylestown, Pennsylvania

Easton Area Public Library
Easton, Pennsylvania

Cameron County Public Library
Emporium, Pennsylvania

Erie Public Library
Erie, Pennsylvania

Harrisburg Public Library
Harrisburg, Pennsylvania

Lancaster Free Public Library
Lancaster, Pennsylvania

Monessen Public Library
Monessen, Pennsylvania

New Castle Free Public Library
New Castle, Pennsylvania

Montgomery County-Norristown
Public Library
Norristown, Pennsylvania

Carnegie Library of
Pittsburgh
Pittsburgh, Pennsylvania

Pottstown Public Library
Pottstown, Pennsylvania

Reading Public Library
Reading, Pennsylvania

Scranton Public Library
Scranton, Pennsylvania

Warren Library Association
Warren, Pennsylvania

Chester County Library
West Chester, Pennsylvania

Osterhout Free Library
Wilkes-Barre, Pennsylvania

James V. Brown Library of
Williamsport and Lycoming
County
Williamsport, Pennsylvania

Martin Memorial Library
York, Pennsylvania

RHODE ISLAND

East Providence Public Library
East Providence, Rhode Island

Pawtucket Public Library
Pawtucket, Rhode Island

Portsmouth Free Library
Portsmouth, Rhode Island

RHODE ISLAND (Cont'd)

Providence Public Library
Providence, Rhode Island

Westerly Public Library
Westerly, Rhode Island

SOUTH CAROLINA

Richland County Library
Columbia, South Carolina

SOUTH DAKOTA

Mitchell Public Library
Mitchell, South Dakota

TENNESSEE

Athens Public Library
Athens, Tennessee

Fort Loudon Regional Library Center
Athens, Tennessee

Chattanooga Public Library
Chattanooga, Tennessee

Shiloh Regional Library Center
Jackson, Tennessee

Mayne Williams Public Library
Johnson City, Tennessee

Wautauga Regional Library Center
Johnson City, Tennessee

A.K. Harper Memorial Library
Maryville, Tennessee

Public Library of Nashville & Davidson County
Nashville, Tennessee

TEXAS

Austin Public Library
Austin, Texas

Dallas Public Library
Dallas, Texas

Rosenberg Library
Galveston, Texas

Houston Public Library
Houston, Texas

San Antonio Public Library
San Antonio, Texas

UTAH

Cedar City Carnegie Library
Cedar City, Utah

Cache County Public Library
Logan, Utah

Weber County Library
Ogden, Utah

Provo Public Library
Provo, Utah

Salt Lake City Public Library
Salt Lake City, Utah

VIRGINIA

Fairfax County Public Library
Fairfax, Virginia

Norfolk Public Library
Norfolk, Virginia

VERMONT

Bennington Free Library
Bennington, Vermont

Brooks Memorial Library
Brattleboro, Vermont

Brownell Library
Essex Junction, Vermont

Waterbury Public Library
Waterbury, Vermont

WASHINGTON

Auburn Public Library
Auburn, Washington

Bellingham Public Library
Bellingham, Washington

Whatcom County Public Library
Bellingham, Washington

Kitsap Regional Library
Bremerton, Washington

Whitman County Public Library
Colfax, Washington

Ellensburg Public Library
Ellensburg, Washington

Kelso Public Library
Kelso, Washington

Mid-Columbia Regional Library
Kennewick, Washington

Sno-Isle Regional Library
Marysville, Washington

Mount Vernon Public Library
Mount Vernon, Washington

Timberland Regional Library
Olympia, Washington

Pasco Public Library
Pasco, Washington

Port Angeles Public Library
Port Angeles, Washington

Renton Public Library
Renton, Washington

Richland Public Library
Richland, Washington

King County Library System
Seattle, Washington

Seattle Public Library
Seattle, Washington

Shelton Public Library
Shelton, Washington

Spokane County Library
Spokane, Washington

Pierce County Library
Tacoma, Washington

WASHINGTON (Cont'd)

Tacoma Public Library
Tacoma, Washington

Fort Vancouver Regional Library
Vancouver, Washington

Walla Walla Public Library
Walla Walla, Washington

North Central Regional Library
Wenatchee, Washington

Yakima Valley Regional Library
Yakima, Washington

WEST VIRGINIA

Kanawha County Public Library
Charleston, West Virginia

Elkins Public Library
Elkins, West Virginia

Cabell County Public Library
Huntington, West Virginia

Princeton Public Library
Princeton, West Virginia

WISCONSIN

Cedarburg Public Library
Cedarburg, Wisconsin

Fond du Lac Public Library
Fond du Lac, Wisconsin

Madison Public Library
Madison, Wisconsin

Milwaukee Public Library
Milwaukee, Wisconsin

Oshkosh Public Library
Oshkosh, Wisconsin

Charles M. White Memorial
Public Library
Stevens Point, Wisconsin

Verona Public Library
Verona, Wisconsin

WYOMING

Laramie County Library
System
Cheyenne, Wyoming

Albany County Public Library
Laramie, Wyoming

Carnegie Public Library of
Rock Springs
Rock Springs, Wyoming

DISTRICT OF COLUMBIA

Public Library of the District
of Columbia
Washington, D.C.

APPENDIX H

Library Schools Surveyed

LIBRARY SCHOOLS SURVEYED

Mr. Raynard Coe Swank, Dean
School of Librarianship
University of California
Berkeley, California 94720

Mr. Andrew H. Horn, Dean
School of Library Service
University of California at Los Angeles
405 Hilgard Avenue
Los Angeles, California 90024

Dr. Martha Boaz, Dean
School of Library Science
University of Southern California
University Park
Los Angeles, California 90007

Mr. Leslie H. Janke, Chairman
Department of Librarianship
San Jose State College
San Jose, California 95114

Dr. Margaret Knox Goggin, Dean
Graduate School of Librarianship
University of Denver
Denver, Colorado 80210

Dr. Harold Goldstein, Dean
School of Library Science
Florida State University
Tallahassee, Florida 32306

Mrs. Virginia Lacy Jones, Dean
School of Library Service
Atlanta University
Atlanta, Georgia 30314

Mr. A. Venable Lawson, Director
Division of Librarianship
Emory University
Atlanta, Georgia 30322

Mr. Robert D. Stevens, Dean
Graduate School of Library Studies
University of Hawaii
2425 Campus Road
Honolulu, Hawaii 96822

Mr. Don R. Swanson, Dean
Graduate Library School
University of Chicago
1116 E. 59th Street
Chicago, Illinois 60637

Dr. LaVern Walther, Head
Department of Library Science
Northern Illinois University
DeKalb, Illinois 60115

Sister M. Lauretta McCusker,
Director
School of Library Science
Rosary College
7900 West Division Street
River Forest, Illinois 60305

Dr. Herbert Goldhor, Director
Graduate School of Library Science
University of Illinois
329 Library Building
Urbana, Illinois 61801

Mr. Bernard M. Fry, Dean
Graduate Library School
Indiana University
Bloomington, Indiana 47401

Dr. Robert Lee, Director
Department of Librarianship
Kansas State Teachers College
Emporia, Kansas 66801

.1270

Dr. Lawrence A. Allen, Dean
School of Library Science
University of Kentucky
Lexington, Kentucky 40506

Dr. Donald D. Foos, Director
School of Library Science
Louisiana State University
Baton Rouge, Louisiana 70803

Mr. Edwin E. Olson, Professor
School of Library and Information Services
University of Maryland
College Park, Maryland 20742

Mr. Kenneth R. Shaffer, Director
School of Library Science
Simmons College
300 The Fenway
Boston, Massachusetts 02115

Mr. Russell E. Bidlack, Dean
School of Library Science
University of Michigan
Ann Arbor, Michigan 48104

Dr. Robert E. Booth, Chairman
College of Education
Department of Library Science
Wayne State University
5210 Cass Avenue
Detroit, Michigan 48202

Dr. Jean E. Lowrie, Head
Department of Librarianship
Western Michigan University
Kalamazoo, Michigan 49001

Mr. David K. Berninghausen, Director
Library School
University of Minnesota
Minneapolis, Minnesota 55455

Mr. Ralph H. Parker, Dean
School of Library and Information Science
University of Missouri
Columbia, Missouri 65201

Dr. Thomas H. Mott, Jr., Head
Graduate School of Library Service
Rutgers, The State University
189 College Avenue
New Brunswick, New Jersey 08903

Mr. John J. Farley, Dean
School of Library Science
State University of New York at Albany
1400 Washington Avenue
Albany, New York 12203

Dr. Nasser Sharify, Dean
Graduate School of Library and Information Science
Pratt Institute
215 Ryerson Street
Brooklyn, New York 11205

Dr. Ivan L. Kaldor, Interim Dean
School of Library Science
State University College of Arts and Science
Geneseo, New York 14454

Mr. Richard L. Darling, Dean
School of Library Service
Columbia University
Box 20, Low Memorial Library
New York, New York 10027

Mr. Roger C. Greer, Dean
School of Library Science
Syracuse University
119 Euclid Avenue
Syracuse, New York 13210

Mr. Ray Carpenter, Acting Dean
School of Library Science
University of North Carolina at Chapel Hill
Chapel Hill, North Carolina 27514

Mr. William Gofman, Dean
School of Library Science
Case Western Reserve University
11161 East Boulevard
Cleveland, Ohio 44106

Mr. Guy A. Marco, Dean
School of Library Science
Kent State University
Kent, Ohio 44240

Dr. Frank J. Bertalan, Director
School of Library Science
University of Oklahoma
Norman, Oklahoma 73069

Mr. LeRoy C. Merritt, Dean
School of Librarianship
University of Oregon
Eugene, Oregon 97405

Mr. Guy Garrison, Dean
Graduate School of Library Science
Drexel Institute of Technology
32nd & Chestnut Streets
Philadelphia, Pennsylvania 19104

Mr. Frank B. Sessa, Acting Dean
Graduate School of Library and
Information Sciences
University of Pittsburgh
Pittsburgh, Pennsylvania 15213

Dr. Edwin S. Gleaves, Director
Peabody Library School
George Peabody College for Teachers
Nashville, Tennessee 37203

Mr. Stanley McElderry, Dean
Graduate School of Library Science
University of Texas at Austin
Box 7576 - University Station
Austin, Texas 78712

Mr. C. G. Sparks, Chairman
Department of Library Service
North Texas State University
Denton, Texas 76203

Miss D. Genevieve Dixon, Director
School of Library Science
Texas Woman's University
Box 2905, TWU
Denton, Texas 76204

Mr. H. M. Knight, Acting Director
Graduate Department of Library
and Information Sciences
Brigham Young University
Provo, Utah 84601

Mr. Irving Lieberman, Director
School of Librarianship
University of Washington
133 Suzzallo Library
Seattle, Washington 98105

Rev. James J. Kortendick, Chairman
Department of Library Science
Catholic University of America
Michigan Avenue, NE
Washington, D. C. 20017

Mr. Jack A. Clarke, Acting Director
Library School
University of Wisconsin
425 Henry Mall
Madison, Wisconsin 53706

1272